



# SHADE and BLIND REPAIR

Most manufacturers carry a “Lifetime Limited Warranty” on their products that assures your shades and blinds will be free from defects in materials and workmanship. The manufacturer warranty does not apply to conditions caused by normal wear and tear upon the product (e.g. cords). These warranties also do not include any conditions or damages resulting from accidents, alterations, misuse, abuse or improper measurement, installation, cleaning or maintenance. Listed below are restring and standard repair prices. This is a “drop off” fee and does not include service calls to pick up shade.

## Hunter Douglas Shades and Blinds – Authorized Service Center

As the Hunter Douglas Authorized Service Center for Northern and Central NJ, we repair shades under warranty **(seven years for manual shades – five years for motorized shades)** for only a nominal handling & administration fee. We waive that fee for original owners, with proof of purchase from our store. (Does not include service calls.)

## Diagnostic Fees, Freight, Insurance and Additional Charges

Every effort will be made to repair your shade. If it cannot be repaired, a **\$30 diagnostic fee is non-refundable**, but can be credited towards a replacement shade. The charges below apply to most repairs. If additional parts, freight or building insurance requirements require an additional charge, you will be contacted for your approval. Repairs are guaranteed for one year. **Damaged shades or those that are excessively dirty, cannot be repaired.**

## Drop Off Fees - Restring and Standard Repair Charges - Add service call fees if applicable.

Manufacturer	Standard or Continuous Cord Shade up to 60” <i>Handling Fees</i>	Standard or Continuous Cord Shade over 60” <i>Handling Fees</i>	<b>ALL OTHERS</b> Wood & Metal Blinds, 2on1, Cordless/LiteRise, UltraGlide, TopDown/BottomUp, DuoLite, Woven Woods, etc.	Motorized Shades & Skylights (does not include replacement batteries or service calls)
Hunter Douglas <i>Under Warranty</i>	\$40	\$50	\$90	\$100
Hunter Douglas <i>Out of Warranty</i>	\$80	\$100	\$150	\$100 handling + Quote Will contact customer
All Other Brands	\$100	\$120	\$175	\$100 handling + Quote Will contact customer

**Service Calls – ADD \$195** for service call to repair on-site or pick up, take-down, return and reinstall. Most repairs require two trips to customer home. Service calls include take down and reinstall on up to four shades. Over four shades, standard installation fees apply. **Motorized Shade service calls - \$250 for battery or \$350 for Hardwire** – does not include repair which is quoted for each job individually. Replacement battery wands (18V) are \$25/wand. Rechargeable wands are \$80-\$95. **Tall window - Top of window height over 12’ = \$450 service call. High Rise service is \$395.** **Service Calls for Vertical Blinds, Luminette or other ‘track systems’ are \$295. Additional fees may apply.**

Service calls cover a 2-hour visit. If additional time is needed, labor charge of \$100/hour applies.

Parts order minimum = \$25

Warranty handling charge minimum = \$50 (waived for MWF customers)

**For non-MWF customers for service in Hudson County or High Rises call Rakotex at 201-226-0027.**

**Temporary Shades** – ADD \$10 for each temporary shade if required (discounted price for repair customers)

**Rush Charges** – Turnaround time is 3-4 weeks. \$50 rush surcharge – based on parts availability.

**Off Site Repairs** – Shades that we cannot repair in-house have an 8 week turnaround and include all motorized shades, Pirouette, Vignette, Woven Woods, Banded Shades and many older shades – based on parts availability.

**Roman Shades** - We do not repair unless made by MWF. For Roman repairs contact Joel at 973- 627-5713.

For hard to find parts try – fixmyblinds.com or blindparts.com

All Repairs are guaranteed for one year. If repaired shade fails within one year, we will either fix again or refund repair charge, less diagnostic fee. Refund does not apply to service calls. (office use – repair sku 3998)