



Welcome to Artisan Window Fashions, you have purchased a high end quality product, made with the best technology and materials available world wide, assembled in the US. The Artisan Window Fashions products must make you 100% satisfied, and there for if you are not simply contact your dealer at the place of purchase.

What is covered for exterior products?

Covered by a 5 years limited warranty

- Artisan window fashion products are covered for defects in materials, workmanship or failure to operate as long as the original retail purchaser owns the product.
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 5 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Artisan Window Fashion motorization components are covered for 5 years from the date of purchase.

What is not covered?

Not covered

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- IMPORTANT NOTE: Our Exterior shades are not meant to resist wind. Raise up your exterior shades when windy.
- Shipping charges, cost of removal and reinstallation.

Important note: In no event shall Artisan Window Fashions or its licensed distributors/dealers be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications. For commercial use products the warranty periods and terms are valid for 1 year from the date of purchase.