

Raven Rock Mfg Warranty Information 2020

RESIDENTIAL LIMITED LIFETIME WARRANTY

Raven Rock Mfg warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed properly. The Limited Lifetime Warranty is extended to the original residential purchaser only, in the original window for which it was installed.

The Warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, improper handling, installation, repairs, operation, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.)

All moving parts, such as cords, will eventually wear out and fabric may fray. Raven Rock Mfg considers these things as normal wear and tear and will carry a three year Limited Warranty. All Fabrics for our roller shades carry a five-year Warranty. Cordless Stock blinds carry a 1 year warranty.

This Limited Warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, reinstallation of product, or any incidental or consequential damages.

If a product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Limited Warranty. Colors vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this Limited Warranty.

Contact the Dealer from whom you purchased the product for service.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no will we be liable for incidental or consequential damages.

This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Policy is subject to change without notice.

NOTE-

This Limited Warranty is exclusive of commercial use.

COMMERCIAL LIMITED LIFETIME WARRANTY

Raven Rock Mfg commercial window treatments will be delivered free from defects in materials and workmanship and covered under this warranty, provided that such products were properly installed.

All fabrics, fauxwood, and cords/components are so warranted for a period of one year from the date of purchase by the original purchaser- Roller Shade Fabrics (3 years) Vertical Tracks are excluded for rental-residential use. Items for general public locations and open public use are not covered.

If a product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Limited Warranty. Colors vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this Limited Warranty.

Raven Rock Motorization Warranty

We offer a 5 year warranty on all motors and controls. Specifically, we warrant the motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years. If the product fails within this 5-year period, we will repair or replace it free of charge. Batteries are not covered by the warranty.