

# Sample Policy & Pricing

| *Sample Prices  | Price                         |
|---|-------------------------------|
| Bali Aluminum Color Card                              | Free of Charge                |
| Custom Hardwood Decks                                 | Free of Charge                |
| Cornice Collection Deck                               | Free of Charge                |
| Eclipse Shutter Portfolio                             | \$25.00 each                  |
| Eco-View Roller Shade Inserts                         | \$2.50 each                   |
| New Black Binder Only                                 | \$10.00 each                  |
| Samples, Specs, Instructions, Price Grids, Binder     | Free of Charge for 1st one ** |
| Small Cut Samples of All Products                     | Free of Charge ***            |
| Somfy Motorization Brochure                           | Free of Charge                |
| Specs, Instructions, Price Grids Stapled              | \$0.50 each                   |
| Vienna Sheers Binder                                  | \$100.00 each                 |
| Westwood & Westbrook Decks                            | Free of Charge                |
| * Shipping charges will be added to all sample orders |                               |
| ** If you need another binder they are \$25.00 each.  |                               |
| *** Only up to four cut samples at a time.            |                               |

## Limited Lifetime Warranty

### Parts and Labor

Windows West warrants our blind products to be free of defects in material and workmanship to the original purchaser to the following schedule.....

- Headrail and Components – Lifetime to original owner
- Slats, Vanes, Fabric Shade Material – 5 years
- Pull & Tilt cords and slat ladders – 1 year
- Shutters – Lifetime to original owner

Windows West will repair or replace free of charge product if they have been proven to be defective, product is returned at customer's expense to Windows West within the warranty period. This warranty does not cover any incidental expenses incurred in the removal and re-installation of this product. Windows West is not responsible for replacement shading during the repair period. All freight charges incurred for the return of product to customer by Windows West or it's authorized dealer will be at customer expense. Warranties apply only to the original purchaser with original sales receipt from their dealer.

Fading – Generally Windows West products will not fade and are warranted as such. Slight discoloration over time is normal, as in any product exposed to direct sunlight. Windows West is not responsible for product fading in excessive hot desert areas.

This warranty does not apply to any Windows West product damaged by accident, misuse, or abuse, which will be determined by Windows West, and or one of it's authorized dealers. It also does not apply to any product damaged by fire, flood, lightning, or other acts of God, or any parts or service furnished by anyone other than Windows West. Water or moisture damage is not covered under this warranty for any product. This warranty does not cover cartons, broken or marred crated, or any other accessories used in connection with the product or consequential damages due to defect in the product. This warranty also does not apply to any product in which Windows West was not paid in full with collectable funds.

All implied warrantied are limited to the duration of this warranty. This is the complete warranty by Windows West and no other express warranty is valid against Windows West. Some states do not allow limitations on how long an implied warranty lasts or exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Your dated sales slip or other proof of purchase will establish your eligibility for warranty service. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

### Return Policy

Any goods returned to Windows West must have prior authorization and a Returned Goods Authorization (RGA) number. Stocking items will be subject to a 10% restocking fee. Window treatments are a custom made product and cannot be returned for credit of any kind. If you make an error in ordering, call us at once. Usually you have 24 hours before it hits production. We will do everything we can to help you keep the cost as low as we can when fixing and updating your order.