

INNOTECH WINDOW AND DOOR COVERINGS warranty

Innotech venetian blinds and pleated shades are designed to be beautiful, fashionable, and durable. The following TRANSFERABLE 2 YEAR LIMITED WARRANTY is applicable to all window coverings manufactured on or after January 1, 2010 and installed in owner occupied single family homes in Canada and the USA.

About this limited Warranty

This limited Warranty is not prorated. The coverage remains the same for as long as the Warranty is valid. It is also transferable within the two year time frame, adding genuine value when it comes time to sell your home.

What it means to you

If your Innotech products are within the terms of this limited Warranty, Innotech will provide the warranted remedies. If they are outside the Warranty terms, Innotech or an Innotech authorized dealer can provide the necessary repairs, replacement parts or maintenance service at a reasonable cost.

Your responsibility

While Innotech window coverings are of superior quality, this limited Warranty applies only if the Innotech window coverings are appropriately installed, operated and maintained.

Please review the terms of the limited Warranty carefully to ensure that you understand all of its terms and limitations.

A. Specific warranty coverage

Innotech window coverings are warranted against defects in materials, workmanship or failure to operate.

- All internal mechanisms for 2 years.
- Components and brackets for 2 years.
- Operational cords and mechanisms for 2 years.
- Fabric deterioration for 2 years.
- Service labour* for 90 days

Repairs and/or replacements will be made with like or similar parts or products at the sole discretion of Innotech Windows + Doors, Inc.

*Provided the original installation was made by Innotech, Innotech will cover the service labour cost to repair or replace defective product for the first 90 days of the Warranty. After that Innotech will supply parts only and any labour costs shall be the responsibility of the homeowner.

B. What this Warranty does not cover

Any errors in the size of the window coverings when the size is provided by the client. The client is responsible for ensuring that all documents provided to Innotech for the purpose of fulfilling the order, including all measurements and other details provided to us for the purpose of completing the order, are complete and accurate.

Any minor variations in the color and texture of the textile as a result of production.

Any shrinking and/or stretching within the German DIN standard limits caused by prolonged exposure to sunlight or extreme temperatures.

No liability will be accepted for damage that has been caused for the following reasons:

- Incorrect installation and/or commissioning by the client or third-party
- Natural wear and tear
- Incorrect or careless handling
- Use of unsuitable production or replacement materials

Service trips to provide instructions on product use. Replacement parts for products outside the warranty period.

Labor and other costs related to removal and disposal of defective products, except to the extent expressly covered.

Normal wear and tear on operating components and hardware, including discoloration of fabrics, and natural weathering of surfaces.

Damage to the products by any other cause, including:

- Improper storage, handling and installation.
- Misuse or abuse of products.
- Alterations including but not limited to installation of security systems or customer-applied finishes.

- Application of harmful cleaning solutions including but not limited to acetone, petroleum products, alkaline or abrasive compounds.
- Use of metal or abrasive tools to clean frames, such as scrapers, razor blades, or steel wool.
- Contact with chemicals harmful to textiles, metal and plastic products such as brick wash solutions.
- Improper removal of any permanent warning or identification labels from the products.
- Use of unsuitable production or replacement materials.
- Failure to properly care for and maintain the products. Visit www.innotech-windows.com for detailed care and maintenance instructions.

C. General conditions

This Warranty is only valid if the product is purchased from Innotech or from an authorized Innotech retailer or dealer and full payment has been made for the products, and the Warranty is registered with Innotech within 15 days of installation of the product. To register your Warranty, visit www.innotech-windows.com.

Warranty coverage periods start from the date of purchase from Innotech or from an authorized Innotech retailer or dealer.

Notification of claims must be submitted no later than 5 days after defect first appears on the product or any other similar Innotech product purchased at the same time or for the same construction or renovation project.

Innotech alone and in its sole discretion shall determine whether a warranty claim is a defect covered under this Warranty and if any of the limitations or exclusions in this limited Warranty apply.

The limited Warranty provisions set forth in this document are the only expressed warranties (whether written or oral) that apply to Innotech products in owner occupied single family homes and no one is authorized to modify or expand these written warranties.

Innotech does not make any other representations or warranties, express or implied. There is no other express or implied warranty of merchantability or fitness for a particular purpose. In no event shall Innotech be liable for special, direct, indirect, incidental, resultant or consequential damages of any kind, including but not limited to loss of use, damage to person or property, loss of profits or of goodwill, or other commercial loss or injury, whether based on breach of contract, negligence, strict liability, or any other legal theory, even if Innotech has been advised of the possibility of such damage. In all instances Innotech's liability shall be limited to repair, replacement, or refund of the original purchase price of the defective product or component to the extent required by this limited Warranty.

No other person or entity shall have any rights under this limited Warranty as it is not intended to create any third party beneficiary rights.

This Warranty applies only to products installed in Canada and USA and gives you specific legal rights which are in substitution for any consumer protection or other rights that you may have in your jurisdiction. If this substitution is not permitted by applicable legislation in your jurisdiction, these rights are in addition to any other rights which you may have and which vary from jurisdiction to jurisdiction, but only the extent that the substitution is not permitted.

If any part of the warranties described above are void or unenforceable in any jurisdiction of Canada or USA the remaining portions will nonetheless continue in full force and effect.

D. How to get assistance

If you encounter a problem with your Innotech product(s), contact the dealer/distributor or contractor from whom you purchased the product(s) or contact Innotech directly by mail, phone or fax within 5 days of discovering the problem:

Mail: **Innotech Windows + Doors, Inc.**

Attn: Warranty Claims
27452 52nd Avenue
Langley, BC
Canada V4W 4B2

Phone: 1.866.854.1122 or 604.854.1111

Fax: 604.854.1718

Email: info@innotech-windows.com

We can respond more quickly and efficiently if you use the warranty claim form available on www.innotech-windows.com.

Our commitment to you

Our commitment is to strive to provide all of our clients with prompt and friendly service. Once we receive your Warranty claim, we will send you an acknowledgement within five to ten business days and will endeavour to begin to take appropriate action within 30 days. We will do our best to keep you informed throughout the Warranty claim process to make sure your claim is satisfactorily resolved.

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