

Warranty Information

Who we are: This warranty is provided to you by Houston Shutters, LLC.

What is covered: All products are warranted against defects in materials and workmanship.

Who is covered: This warranty extends only to you as the original purchaser, in a residential application.

What is not covered:

- Slight warpage, minor imperfections, and natural variations in color and grain effect, are normal with this product and are not considered defects.
- Exposure to the elements, such as sunlight or moisture, and discoloration or fading over time.
- Normal wear and tear.
- Any damage or loss from abuse, damage or misuse.
- Customer alterations or changes.
- Improper Installation.

For how long: We warrant that all shutter products will be free from defects in materials and workmanship for as long as the original retail purchaser owns the products. In addition, we provide a color-fast warranty on all finishes (i.e. paints and stains) for a period of three (3) years from the date of purchase. Any implied warranties which you may have are in duration to the time during which you, as the original buyer at retail own our products. Some states do not allow limitations on how long an implied warranty lasts.

What we will do: If your product is defective during the warranty period, we will (at our option) either repair or replace, without charge, the defective product. The maximum remedy is one (1) full replacement of the shutter unit and this is the sole remedy offered as part of this warranty. Determination of defects in material and workmanship, as well as appropriate remedies to such defects, will be made by us. Trip charges to and from the home and other labor charges are your responsibility and are specifically excluded.

No liability for incidental or consequential damages: We are not responsible or liable for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee, as long as this provision is consistent with applicable State law. Trip charges to and from the home and other labor charges are applicable for out-of-area installations.

Please inspect your orders upon receipt before taking them to the customer's home. By doing this, we can be sure that any defects or damages never arrive at the customer's home. **Important: please take photos to document damage and defects.** If you are in need of replacement parts, please let us know and we will gladly send them to you.

General Information: We reserve the right to change the materials, procedures, and other characteristics of our products at any time without notice.

Your rights under State Law: This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

Report warranty issues by emailing our service team at: info@houstonshutters.com