



Hunter Douglas Repair Policy

Max Hugo Interior Design will process and ship Hunter Douglas products back to their factories for repairs under the Hunter Douglas Limited Warranty.

Covered by Warranty:

- Hunter Douglas window fashion products are covered for defects in materials, workmanship, or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below)
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

Not Covered by Warranty:

- 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.
- Shipping charges, cost of removal and reinstallation

Fees**:

\$30 shipping for all shades after 1 year from date of purchase

\$75 processing for all shades not purchased at Max Hugo Interior Design

\$70 out of warranty restring

\$90 oversized (85in or longer) shipping fee

Additional fees may be charged once Hunter Douglas examines the shade and must be paid at the time of pickup

Max Hugo Interior Design is not liable for the damage to the shades during the repair or shipping.

X

Name and date

**Pickup and Delivery fees will be quoted if the services are available.