



SHADE and BLIND REPAIR

Most manufacturers carry a "Lifetime Limited Warranty" on their products that assures your shades and blinds will be free from defects in materials and workmanship. The manufacturer warranty does not apply to conditions caused by normal wear and tear upon the product (i.e. cords). These warranties also do not include any conditions or damages resulting from accidents, alterations, misuse, abuse or improper measurement, installation, cleaning or maintenance. Listed below are restring and standard repair prices. This is a "drop off" fee and does not include service calls to pick up shade.

Hunter Douglas Shades and Blinds – Authorized Service Center

As the Hunter Douglas Authorized Service Center for Northern/Central NJ & Manhattan, we repair shades under warranty (**seven years – five years for motorized shades**) for only a nominal handling & administration fee. We waive that fee for original owners, with proof of purchase from our store. (Does not include service calls.) Without proof of purchase or after warrantee expires, standard restring/repair charges will apply.

Diagnostic Fees, Freight, Insurance and Additional Charges

Every effort will be made to repair your shade. However, if it cannot be repaired, please note that a **\$30 diagnostic fee is non-refundable**. The standard charges below apply to most repairs. If additional parts, freight or building insurance requirements require an additional charge, you will be contacted for your approval. Repairs are guaranteed for one year. **Please note that damaged shades or those that are excessively dirty, cannot be repaired.**

Drop Off Fees - Restring and Standard Repair Charges - Add service call fees if applicable.

Manufacturer	Standard or Continuous Cord Shade up to 60" <i>Handling Fees</i>	Standard or Continuous Cord Shade over 60" <i>Handling Fees</i>	Horizontal Blinds, 2on1/3on1 Top-Down/Bottom-Up LiteRise, UltraGlide, DuoLite, Woven Woods	Motorized Shades & Skylights (does not include replacement batteries or service calls)
Hunter Douglas Under Warrantee	\$40	\$50	\$90	\$100
Hunter Douglas Out of Warrantee	\$80	\$100	\$150	\$100 handling + Quote Will contact customer
All Other Brands	\$100	\$120	\$175	\$100 handling + Quote Will contact customer

We do not repair Roman Shades unless made by MWF. Basic repair price for Vertical Blinds, Luminette, Skyline or other 'track systems' is \$100. Additional fees may apply.

Service Calls – ADD \$195 in NJ, \$275 in NYC - for service call to repair on-site or pick up, take-down, return and reinstall. Most repairs require two trips to customer home. If repair can be made on first trip, we credit customer \$75. Service calls include take down and reinstall on up to four shades. Over four shades, standard installation fees apply. **Additional charge of \$50 applies for buildings that require a Certificate of Insurance. We carry \$1,000,000 in Liability Insurance. If building requires more than \$1,000,000, additional fees will apply.**

Motorized Shade service calls:

ADD \$250 NJ / \$350 NYC for Battery Powered or **\$450** for Hardwire – does not include repair which is quoted for each job individually. **To Replace Batteries Only - \$250 NJ / \$350 NYC Service Call plus cost of batteries (\$25/wand)**

Temporary Shades – ADD \$10 for each temporary shade if required

Rush Charges – Turnaround time is 3-4 weeks. \$50 rush surcharge – based on parts availability.

Outside our Shop-at-Home Service Area (see windowfashions.com for details) **ADD \$100** Travel Charge each way. All Repairs are guaranteed for one year. If repaired shade fails within one year, we will either fix again or refund repair charge, less diagnostic fee. Refund does not apply to service calls. (office use – repair sku 3998)

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