

Limited Lifetime Warranty – Shading Products

Legrand (“Manufacturer”) warrants that this window shade product, and/or specific components of the window shade product (collectively, “Products”), will be free from defects in materials and workmanship under normal use for the period of time specified herein. This Limited Warranty shall apply to each Product specified herein, beginning from the date first sold to the commercial or residential consumer (either, the “Buyer”) who uses or intends to use the Product, as evidenced by such Buyer’s proof of purchase, for the time periods set forth below:

- For all shade motors, shade controls, and shade power supplies manufactured by Legrand: **lifetime of the shade motor, shade control or shade power supply**
- For all shade motors, controls, and power supplies manufactured by Others: **eight (8) years**
- For all hardware including shade brackets, metal extrusions, and manual clutches: **twenty-five (25) years**

- For fabrics used as part of the shade system (for interior use only, regardless of whether fabrics are rated for outdoor/exterior use):

- Mermet Fabrics:
 - Mermet GreenScreen, Verona Daylight fabrics: **five (5) years**
 - All other Mermet fabrics: **ten (10) years**
- Phifer Fabrics
 - SheerWeave Infinity2, Styles 7000, 7200R, 7250R, 7400, 7450, 7500, 7500R, 7700R, 7750R, 7800, 7850 and 8000 fabrics: **five (5) years**
 - All other Phifer fabrics: **ten (10) years**
- Twitchell Fabrics: **fifteen (15) years**
- Coulissee Fabrics: **three (3) years**
- ValueScreen Fabrics: **five (5) years**
- Vesper Fabrics: **one (1) year**
- All Others: **three (3) years**

Exclusions From this Limited Warranty: This Limited Warranty shall be null and void and no part of it shall apply if any one of the following occur: 1) the Product has not been properly installed by a qualified installer in accordance with all Manufacturer specifications; 2) the Product has been subject to unauthorized service; 3) the Product has been subject to mishandling, misuse, or abuse; 4) the Product has been modified; 5) the Product has suffered damage resulting from lightning, power surges, vandalism, fire, earthquake, acts of nature, or any other cause which the Product was not designed to withstand; 6) the Product has been used, or attempted to be used, for other than the normal or customary usage or for other than the Product's intended use, including but not limited to exterior or outdoor use of a Product; 7) the Product has not been maintained in accordance with Manufacturer's instructions; or 8) the Product has been damaged by battery decay or corrosion: 9) Legrand lighting control products are excluded from the terms of this warranty

This Limited Warranty extends only to the original Buyer and is only valid if the Product is purchased either directly from Manufacturer or an authorized reseller. This Limited Warranty is not transferable. This Limited Warranty does not cover normal wear or tear or deterioration which occurs with the passage of time.

Batteries originally provided with a new Product, if any, are produced by a third party and are not warranted by Manufacturer. No employee, distributor, dealer, agent or representative is authorized to change the terms of this Limited Warranty in any way, to extend the warranty time periods, or to grant additional warranties, and no attempt to do any of the foregoing will be binding upon Manufacturer.

IF THIS LIMITED WARRANTY COVERS A CONSUMER PRODUCT, AS DEFINED BY THE MAGNUSON-MOSS WARRANTY ACT AND APPLICABLE CANADIAN CONSUMER PROTECTION LAWS, THEN NO WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING, BUT NOT LIMITED TO, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) SHALL EXTEND BEYOND THE APPLICABLE TIME PERIOD STATED IN BOLD FACE TYPE ABOVE. IF THIS LIMITED WARRANTY COVERS A COMMERCIAL PRODUCT, THEN THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS, GUARANTEES, OR OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, WITHOUT LIMITATION, THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND ALL SUCH OTHER EXPRESSED OR IMPLIED WARRANTIES ARE HEREBY SPECIFICALLY DISCLAIMED.

Claims for defects in material and workmanship covered by this Limited Warranty must be made in writing to the dealer from whom the Product was originally first purchased within the warranty period stated above and must include proof of purchase. Manufacturer may either send a service representative or have the Product returned to Manufacturer's facility, at Buyer's expense, for inspection. If judged by Manufacturer to be defective in material or workmanship, and to otherwise be covered by this Limited Warranty, the Product will be replaced or repaired at the option of Manufacturer, in its sole and absolute

discretion, free from all charges for parts, labor, and shipping incurred by Manufacturer. Replacement labor, transportation costs, and any other costs or charges by the dealer, wholesaler, distributor, contractor, or installer are not covered by this Limited Warranty. Manufacturer may, in its sole discretion, replace a Product with any model it determines to be equivalent to the defective Product, or with a Product that has been factory refurbished. The remainder of any original warranty period will apply to any repaired Product or replacement Product.

THE REMEDIES OF BUYER SET FORTH IN THIS LIMITED WARRANTY ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER REMEDIES. THE LIABILITY OF MANUFACTURER WHETHER IN CONTRACT, TORT, UNDER ANY WARRANTY OR OTHERWISE, SHALL NOT EXTEND BEYOND ITS OBLIGATION TO REPAIR OR REPLACE, AT ITS OPTION, ANY PRODUCT OR PART FOUND BY MANUFACTURER TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP AND OTHERWISE SUBJECT TO THIS LIMITED WARRANTY. MANUFACTURER SHALL NOT BE RESPONSIBLE FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE.

This Limited Warranty gives specific legal rights and Buyer may have other rights, which may vary from jurisdiction to jurisdiction. However, some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to specific Buyers.

Obtaining Warranty Service

The end user of the Product must contact the Legrand authorized dealer who sold/installed the Product to obtain warranty service. A description of any claimed failure or defect will be required in writing, and dated proof of purchase from Legrand or such authorized dealer will be required to verify warranty eligibility. Authorized dealer is responsible for facilitating the servicing of Products under warranty with Legrand.

Contact Us

Residential

Customer Support

Phone: 1 (800) 555-9891

Mon-Fri: 9am-7pm EST

shadingcsr@legrand.com

Technical Support

Phone: 1 (800) 555-9891

Mon-Fri: 9am-7pm EST

shadingtech@legrand.com

Commercial

Customer Support

Phone: 1 (833) 456-4291 (toll free)

Mon-Fri: 9am-6pm EST

shading.cs@legrand.com

Technical Support

Phone: 1 (800) 879-8585

Mon-Fri: 8am-8pm EST