RESIDENTIAL WARRANTY

Effective: June 1, 2026

Thank you for choosing Skyview Blinds. This warranty describes the coverage on your new window coverings and explains how to make a claim if something goes wrong. Please keep this document together with your original sales receipt or work order.

Your Coverage at a Glance

Product	Mechanical / Moving Parts	Fabric / Slat
Roller Shades	Lifetime	3 years
Zebra Shades	Lifetime	3 years

Lifetime coverage applies for as long as the original purchaser owns the product, in the original installation.

Oversize products (any individual blind, shade, or panel with finished dimensions of 90 square feet or more in area, or 105 inches or more in finished width) are covered for 1 year on mechanical components and fabric or slat material; separate units are not combined. This Skyview Blinds oversize limitation applies to Skyview Blinds-manufactured products; supplier-manufactured products follow the applicable supplier **oversize terms.**

When coverage starts: All warranty periods begin on the date of manufacture, as recorded on your work order or invoice. Please keep your original sales receipt. It is your proof of purchase and shows the manufacture date for your product.

What This Warranty Covers

Skyview Blinds warrants its products against defects in materials and workmanship to the original purchaser, for the coverage periods shown above. "Defect" means a flaw in design, materials, or workmanship that causes the product to no longer function as intended.

Manufacturer (Supplier) Warranties

Some components are made by specialty suppliers, including Mermet and Phifer (fabrics), Somfy and Ronco (motorization).

The applicable manufacturer warranty in effect for the product at the date of manufacture governs those supplier-covered components. Supplier coverage may apply in addition to Skyview Blinds coverage, but does not duplicate the same repair, replacement, labour, freight, or service remedy.

Claims on supplier-covered components are processed through Skyview Blinds; you do not need to contact the supplier directly. Current copies of the applicable supplier warranties are available from your dealer or Skyview Blinds on request.

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What This Warranty Does Not Cover

This warranty does not apply to damage, failure, or appearance change caused by any of the following:

- Normal wear and tear (cords will eventually wear out; this is normal and not covered)
- Abuse, neglect, accident, alteration, or unauthorized repair
- Improper installation, operation, cleaning, or maintenance
- Loss of colour intensity or fading from sun exposure
- Exposure to salt air or installation in high-humidity rooms (bathrooms, pool rooms, etc.) unless the product is specifically rated for those conditions
- Warping or cracking of plastic, faux-wood, or wood components in high-humidity or high-heat areas
- Slight variations in grain, texture, or colour; colours may not exactly match previous purchases or sample swatches
- Damage from pets, insects, power surges, lightning, water, or other acts of nature
- Customer-supplied fabric (COM)
- Products altered, reconfigured, reprogrammed, electrically modified, or repaired by anyone not authorized by Skyview Blinds, unless approved by Skyview Blinds in writing
- Costs for product removal, re-measure, re-installation, or transportation
- Incidental or consequential damages, including damage to other property

Who Is Covered

This warranty extends to the Original Purchaser only. Original Purchaser means the first end-user customer who purchased the product from Skyview Blinds or an authorized Skyview Blinds dealer for installation in a residential property. The warranty is not transferable to subsequent owners, tenants, or occupants, and the product must remain installed in its original window.

How to Make a Claim

If you believe your Skyview Blinds product has linds directly, without going through your dealer first. Call Skyview Blinds at 250-492-0555 and provide:

- Your name, installation address, and phone number
- Your Work Order or invoice number, if available
- Photos or a short video showing the issue
- A brief description of what is happening, and whether the product is manual, cordless, or motorized

Please do not remove, disassemble, or ship product to Skyview Blinds unless we ask you to.

We will inspect, diagnose, and resolve the claim with you, involving your installing dealer where an on-site visit is required.

Skyview Blinds will acknowledge complete warranty submissions within five business days where reasonably possible. Inspection, parts availability, supplier authorization, and access to the installation may affect final resolution timing.

Finding your Work Order number: your Work Order number is printed on the product label. Please do not remove the product to find it. If the label is not visible, contact Skyview Blinds or your installing dealer and we will help locate your order from your original invoice.

rt it to Skyview Blinds at
Claims made after 14 days may be denied.

250-492-0555 within 14 days of delivery.

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Our Remedy

If a covered defect is confirmed, Skyview Blinds will, acting reasonably, repair the product, replace it with the same or closest equivalent current product, or provide another remedy required by applicable law. If you have multiple units in the same room, only the defective unit will be replaced; an exact colour match to the other units cannot be guaranteed, especially on older orders.

Unless Skyview Blinds agrees otherwise in writing, warranty coverage is limited to repair or replacement of the covered product or component. Labour, service-call charges, travel, site access, removal, reinstallation, re-measurement, programming, electrical work, freight, and disposal are not covered.

Child Safety

Certain window coverings contain cords, chains, or operating loops that can create a strangulation hazard. Follow all product labels and the Skyview Blinds Safety Practices & Installation Guide supplied with your product, and do not remove, alter, or disable any supplied safety devices.

Care and Cleaning

- Dust regularly with a soft duster, vacuum brush attachment, or microfibre cloth
- For light cleaning, use a damp sponge with mild soap; test on an inconspicuous area first
- Do not immerse fabrics in water; do not use bleach, abrasives, or solvents
- Wood and faux-wood products should never be cleaned with water
- Allow new wood and natural-material shades time to acclimatize to room temperature and humidity; some seasonal movement is normal. Warping claims on faux-wood (BBV) products are assessed under the Blinds by Vertican warranty

Your Legal Rights

This warranty gives you specific legal rights, and you may have other rights that vary by province. Some provinces do not allow limitations on how long an implied warranty lasts, or on the exclusion of incidental or consequential damages, so the above limitations may not apply in full to you. Nothing in this warranty is intended to exclude, limit, or waive any consumer-protection rights that cannot legally be excluded, limited, or waived.

No dealer, employee, or representative is authorized to modify the terms of this warranty. Skyview Blinds reserves the right to amend this warranty without notice; amendments do not affect product purchased before the effective date of the amendment.

Questions?

For warranty questions or concerns, contact Skyview Blinds at 250-492-0555.