

HAMPTON WARRANTY

WHAT IS COVERED IN THE WARRANTY

- Decora Blind Systems warrants to the original purchaser that each custom shutter product, properly installed and maintained in the window or door opening for which it was made, will be free from defects in materials and workmanship.
- There is a 10-year warranty on our Hampton shutters.
- Any claims for incorrect or defective products must be brought to our attention within 5 days of receipt, and before shutters are altered in any manner or installation is attempted.
- If the product is found to be defective in material or workmanship under normal use, or products that do not meet our quality standards, Decora Blind Systems will, at its discretion, repair or replace any defective parts or components without charge, provided that the original purchaser ships the product to the designated repair facility.
- This warranty does not imply automatic replacement of any product from Decora Blind Systems.

WHAT IS NOT COVERED IN THE WARRANTY

- This warranty does not cover conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, fire, flood, or other natural disasters, failure to follow use, care of installation and maintenance instructions, settlement of structural defects of the building or shutters that have ordered outside recommended specification.
- Shutters are light controlling but not block out. Varying levels of light filtration between louvres, frames and panels may occur.
- Installing at location that will result in continued heat exposure over high degrees that cause warpage and shrinkage of the shutters.
- Decora Blind Systems will not be liable for any incurred costs, such as travel costs and time, nor for damages or loss to other property

SANTA FE SHUTTER IMPERFECTIONS

- Santa Fe Shutters are manufactured to industry standards. Minor imperfections or blemishes not visible from 1.5m back under natural lighting conditions are not considered defects.
- Hampton will only be considered for repair if there are any marks or any discolouration visible from 1.5m back.
- Hampton Vivid and Silk white are supplied with colour matched screw cover stickers or caps.
- Touch-up kits are available upon request.

HAMPTON ENERGY SAVING DATA

- Hampton shutters have been tested for their thermal conduction properties in line with ASTM C518 - 2004 to determine the thermal transmission properties, by means of heat flow.
- Test results of 0.10035 certify minimal heat flow is conducted through the shutter, enhancing heat control within a room.

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CANCELLATION AND MODIFICATION

The prompt production of any order requires a strict manufacturing scheduling. Therefore, once an order has been submitted cancellations will not be accepted and the company who placed the order will be liable for the full cost of the order. Changes will be allowed only if the order has not gone into production (this usually occurs within 48 hours of submitting an order). Any costs and/or expenses resulting from a cancellation or change will be charged to the company who placed the order.

REPLACEMENT OF PARTS OR REPAIRS

The factory reserve the right to change the design or discontinue any components. If an exact replacement part is not available, then the factory reserve the right to substitute a part or parts of equal quality at its sole discretion.

MAINTENANCE AND CLEANING

To clean your Santa Fe Shutters we advise the following:

Dust - Dry Cloth or vacuum using the soft brush attachment for your vacuum cleaner.

Dirty Marks - use a damp cloth/wet wipe - we do not recommend the use of abrasive cleaning products on shutters.

