

# Warranty

At Thermotek, we stand behind the quality of our products and are committed to providing our customers with the best possible experience. That's why we offer a limited warranty on all our blind products.

Our limited warranty covers defects in materials, workmanship, or failure to operate for as long as the original retail purchaser owns the product. Please note that the warranty is valid only for the original purchaser and is non-transferable.

What is covered:

- All internal mechanisms
- Components and brackets
- Operational cords for chained products
- Repair and/or replacement will be made with like or similar parts or product available at that time.
- Motors are covered for up to 5 years (not including any power supply accessories)
- Installation warranty/service calls are free for ONE year after the installation of the product.

What is NOT covered:

- Any conditional damage or defect caused by normal wear and tear.
- Abuse, accidental ripping of fabric, misuse, or alteration to the product.
- Wind, water damage, and discoloration over time.
- Cost of removal and reinstallation in case the client requests to change window glass – before one year, and in any case after one year.

Curtains/Drapes:

- Thermotek cover 30 days installation warranty on any type of blind installation. The client must report within this period if they need any changes. After that, the client will pay for all installer visits as we contract third-party installers for blinds.

If you believe your product is covered under warranty, please contact us at 780-893-1383. We will be happy to assist you in determining if your product is covered and, if so, how to proceed with a warranty claim.