

Warranty Statement

RGO Window Coverings prides itself on the superior quality of all its products.

RGO Window Coverings warrants that all window coverings supplied and installed will be free from defects in materials and workmanship for as long as the original purchaser own the products, (see manufacturer's warranty) provided that the products were installed by an RGO Window Coverings installer and purchased through an RGO Residential Sales Associate.

This warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, motorized devices or failure to follow printed instructions on cleaning and care or maintenance. This warranty does not apply to conditions resulting from normal wear and tear such as but not limited to fabric discoloration, fading, humidity or the like. The wearing of cord control will be considered as normal wear and tear.

To obtain Warranty or Service work:

RGO Window Coverings adheres to the following procedures and charges in accordance with the RGO Residential Window Coverings Warranty.

- 1) Within the first year all removal, repair and re-installation is covered under warranty.
- 2) After the first year:
 - Product dropped off and picked up at RGO will be covered by the warranty and will be subject to a shipping/handling fee of \$95.00* + GST
 - Product being picked up and re-installed by RGO will be subject to a minimum service call charge of \$140.00* + Freight* and GST per trip.

***Prices may be changed at any time without further notice.** RGO reserves the right to change our pricing on shipping fees and service calls at any time without further notice.

RGO

adheres to manufacturer warranties, a copy of which is attached. Please refer to the manufacturer's care and cleaning instructions also included in this package.

RGO

recommends that any fabric window covering or bedding such as but not limited to draperies, swags, sheets, roman shades, coverlets, bedspreads and cushions should be dry cleaned only, unless otherwise indicated.

Should you require warranty or service work, please refer to the date and order number below:

Date of Substantial Completion: _____ Order #: _____

E-mail the service desk at: windowcoveringservice@rgo.ca

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