



# SHADE and BLIND REPAIR

Hunter Douglas offers a "Lifetime Limited Warranty" on their products that assures your shades and blinds will be free from defects in materials and workmanship. This warranty does not apply to conditions caused by normal wear and tear upon the product (e.g. cords). This also does not include any conditions or damages resulting from accidents, alterations, misuse, abuse or improper measurement, installation, cleaning or maintenance. Listed below are restring and standard repair prices. This is a "drop off" fee and does not include service calls to pick up shade.

## We are the Authorized Service Center for Hunter Douglas

As the Hunter Douglas Authorized Service Center for Northern and Central NJ, we repair shades under warranty **(seven years for manual shades – five years for motorized shades)** for only a nominal handling & administration fee. We waive this fee for original owners, with proof of purchase from our stores. (Does not include service calls.)

## Diagnostic Fees, Freight, Insurance and Additional Charges

Every effort will be made to repair your shade. If it cannot be repaired, a **\$30 diagnostic fee is non-refundable**, but can be credited towards a replacement shade. The charges below apply to most repairs. If additional parts, freight or building insurance requirements require an additional charge, you will be contacted for your approval. Repairs are guaranteed for one year. **Damaged shades or those that are excessively dirty, cannot be repaired.**

'Drop off' Handling Fees for Hunter Douglas Shade & Blind Repairs (Does not include service call fee)	Standard or Continuous Cord (EasyRise) Lift Systems	<b>ALL OTHER LIFT SYSTEMS</b> Wood & Metal Blinds, 2on1, Cordless/LiteRise, UltraGlide, TopDown/BottomUp, DuoLite, Woven Woods, etc.	Motorized Shades & Skylights (does not include replacement batteries or service calls)
<i>Under Warrantee (Metropolitan customers)</i>	No Charge	No Charge	No Charge
<i>Under Warrantee (Purchased elsewhere)</i>	\$100	\$150	\$150
<i>Out of Warrantee and ALL Other Brands</i>	\$150	\$150	\$150 handling + Quote Will contact customer

**Service Calls – ADD \$195** for service call to repair on-site or pick up, take-down, return and reinstall. Most repairs require two trips to customer home. Service calls include take down and reinstall on up to four shades. Over four shades, standard installation fees apply. **Motorized Shade service calls - \$250 for battery or \$350 for Hardwire** – does not include repair which is quoted for each job individually. Replacement battery wands (18V) are \$35/wand. Rechargeable wands are \$80-\$95. **Tall window - Top of window height over 12' = \$450 service call. High Rise service is \$395.** **Service Calls for Vertical Blinds, Luminette or other 'track systems' are \$295. Additional fees may apply.**

Service calls cover a 2-hour visit. If additional time is needed, labor charge of \$100/hour applies.

Parts order minimum = \$25 Warrantee handling charge minimum = \$50 or 10% of retail value of shade, whichever is greater (waived for MWF customers). Warrantee coverage does not include freight, service calls or installation.

**For non-MWF customers for service in Hudson County or High Rises call Rakotex at 201-226-0027.**

**Temporary Shades** – ADD \$10 for each temporary shade if required (discounted price for repair customers)

**Rush Charges** – Turnaround time is 3-4 weeks. \$50 rush surcharge – based on parts availability.

**Off Site Repairs** – Shades that we cannot repair in-house have an 8 week turnaround and include all motorized shades, Pirouette, Vignette, Woven Woods, Banded Shades and many older shades – based on parts availability.

**Roman Shades** - We do not repair unless made by MWF. For Roman repairs contact Joel at 973- 627-5713.

For hard to find parts try – fixmyblinds.com or blindparts.com

**HUNTER DOUGLAS CONSUMER SUPPORT 800-789-0331 CONSUMER POWERVIEW SUPPORT 844-797-8439**

All Repairs are guaranteed for one year. If repaired shade fails within one year, we will either fix again or refund repair charge, less diagnostic fee. Refund does not apply to service calls. (office use – repair sku 3998)