

Thank you for your custom order!

Metropolitan Window Fashions Custom Decorating Sales Agreement

PAYMENT: Due to the individual nature of custom orders, we cannot begin any work on a custom order without a 75% down payment. The balance will be charged to the credit card provided when the product is deliverable. Balance is due in advance of installation or delivery or on date of store pickup. In case of partial installation, portion of job complete must be paid in full with 75% deposit in place for balance of work. Completed orders not picked up after 90 days will be forfeited, along with payment. Client is responsible for reasonable collection fees for unpaid balances.

CANCELLATION: This merchandise is being custom made and is not subject to cancellation, exchange or refund. By signing the order you accept full responsibility for the measurements and materials shown on this order. You understand that actual dylots may differ from samples shown. All of our custom products are made by hand. Errors and omissions can occur. We reserve the right to correct all mistakes. Discounts are not issued due to delays from product availability, adjustments to products or correction of errors.

DELIVERY: Your custom order will be delivered as expeditiously as possible after the order is received in our office, based on product availability. Draperies, soft shades, shutters, top treatments, cornices, bedding, pillows, cushions, tablecloths, slipcovers and reupholstery will take approximately 10 to 12 weeks after receipt of fabrics. Roller shades and blinds will take approximately 4 to 6 weeks upon receipt of measurements. We will make every effort to complete your order in the given time frame. Delays and backorders do occur. Your patience is greatly appreciated. Rush requests will be noted but cannot be guaranteed due to materials that may be out of stock or received in a defective condition.

INSTALLATION: When your custom products are ready for installation, they will be given to our installers. Typical lead times for installation appointments are 7-14 days based on season. There will be obvious disruptions for which we would like to prepare you. We use the latest techniques and equipment to ensure a smooth installation. To make the job easier and more efficient, please follow these instructions and answer any questions ahead of time.

- Please remove any large objects and breakable, valuable or sentimental items from the work area – lamps, figurines, etc.
- Are existing window treatments to be removed? Please let us know in advance. There will be an additional charge. We do not provide spackling or touch-up painting of existing holes.
- Has all necessary painting and wallpapering been completed? We recommend that it dry at least 48 hours prior to installation.
- An adult representative must be present in the home for installations.
- Please keep children and pets away from the installation for their safety.

CUSTOM PRODUCT SPECIFICATIONS, INHERENT CHARACTERISTICS, ADJUSTMENTS AND INDUSTRY TOLERANCES:

- Blinds and shades that are mounted within the window opening will have light gaps on the sides. This is necessary for the product to operate properly. The size of the gap will vary with the product. We recommend drapery panels to camouflage this normal characteristic of any window treatment.
- Silk fabrics are subject to variations in dylots, slubs and shading within the same piece, in addition to being puckered and wrinkled. These are considered part of the natural beauty of silk fabric.
- Any product manufactured with correct materials and sizes, to industry standards and manufacturers specifications, is deemed acceptable. Industry tolerances and allowances for stacks, gaps, mounting limitations and abutted products are standard.
- We reserve the right to substitute a suitable facsimile if desired product is not available due to manufacturers' limitations or technical restrictions.
- Please keep in mind that all custom products are made individually by hand. Draperies, upholstery and slipcovers, like any work of textile art, be it made of richly crafted tapestry fabric or a delicate handspun sheer, are subject to slight variations. Minor wrinkles, puckers or other variations can appear and are inherent to any textile product and as such are normal acceptable quality. Due to the inherent characteristics of textiles and the prevailing atmospheric conditions, some slight variances in size may occur.
- Custom-made or "Bespoke" home fashions may require adjustments to fit properly

CARE: We recommend On-Site Drapery and Blind Cleaning Services. We do not recommend removing your custom window treatments from your window to be cleaned. For the name of a reputable On-Site Cleaning company, please contact our store or see our website at www.windowfashions.com.

WARRANTIES:

- We fully honor all blind manufacturer warranties. We will, at no charge, service all products installed by Metropolitan Window Fashions for up to 12 months after original installation.
- We promise that your custom window treatments will provide long term performance if purchased with window film and appropriate drapery lining, which can reduce fading that results from sunlight. We guarantee against manufacturing defects for ten years after installation on custom draperies and top treatments, subject to normal wear and tear. Details on our website.
- Fabrics cannot be guaranteed against fraying or any other condition caused by normal wear and tear.
- We assume no responsibility for customer's own materials.
- We guarantee the price of our products. If you find the same product and brand, offered with similar service, from a local retail store, we will match that price – even for 30 days after purchase. Details on our website.

This agreement is based on what is in writing. Nothing verbal is binding. All orders are subject to Metropolitan Window Fashions office approval.