

## Authorized Service Center (ASC) Referral Form

Hunter Douglas has partnered with independently owned businesses across the U.S. and Canada to provide repair services as an Authorized Service Center. These Centers are trained to handle most Hunter Douglas warranty and non-warranty repairs, providing both dealers and consumers with local services. These businesses are not owned by Hunter Douglas.

### What is covered by the Lifetime Limited Warranty?

- Defects in materials and workmanship
- Cord repairs or replacements for **7 years**
- Motorized and electrical component replacement for **5 years**
- **Items NOT covered include:**
  - Normal wear and tear with every day use
  - Environmental damage or color fading due to exposure to the elements
  - Issues caused by an unsuitable installation or mis-measurement
  - Conditions caused by improper cleaning and maintenance
  - Accidents, alterations, abuse or misuse

Please see actual warranty for complete details: <http://www.hunterdouglas.com/warranty>

### Important things to remember

- Warranty repairs only apply to the original retail purchaser
- Some shades may not be repairable due to age, parts availability, and/or product condition/cleanliness
- Certain shade types must be sent back to a Hunter Douglas factory for repair
- In-home services for removal and re-installation are not covered under warranty
  - In-home services are available in some markets
  - Contact your local Authorized Service Center for a list of In-Home service fees
- Shipping, handling and other administrative fees are not covered under warranty
  - Administrative fees may be applicable based on your specific repair needs
  - Consumers are responsible for all outbound shipping fees to our factory
  - For "Out-of-Warranty" repairs, consumers pay all freight charges and other associated fees
- Hunter Douglas requires that the Authorized Service Center obtain accurate consumer information for tracking purposes, and may contact the consumer for the sole purpose of obtaining feedback on their experience.

### What happens next?

- Call your Authorized Service Center to schedule an appointment to bring your shade in for evaluation
- Shades that are not repairable locally will be shipped back to a Hunter Douglas factory
- The local Center will repair the shade if the malfunction is covered under warranty and authorized
  - Lead times for repair are subject to local market demands
  - Hunter Douglas may, in its discretion, choose to replace the product with a like or similar product
- You will be notified by the Authorized Service Center when your shade is ready to be picked up
- All fees or administrative charges are payable directly to the Authorized Service Center

### Repair Services Request

|                |                          |
|----------------|--------------------------|
| Name: _____    | Date of Purchase: _____  |
| Address: _____ | Shade Type: _____        |
| Phone #: _____ | Place of Purchase: _____ |
| Email: _____   | RGA #: _____             |

Please briefly describe the problem you are having with your shade:

(For Use by Repair Center Only)