



EXCLUSIVELY FOR THE SOUTHWEST BLINDS SIGNATURE LINE

The Everything's Covered Guarantee

At Southwest Blinds, we've built our reputation on doing things differently. While national brands hide behind "Limited" warranties and hidden service fees, we provide the **Everything's Covered Guarantee**.

PART ONE

Eligible Products

This exclusive guarantee applies only to our premier Signature Line:

- **Retreat** Roller Shades | **Serenity** Banded Shades
- **Celeste** Sheer Shades | **Elegant** Shutters
- **Elements** Natural Shades

PART TWO

The Repair or Replace Promise

Southwest Blinds warrants that your Southwest window treatments will be free from defects in materials, components, and workmanship **for as long as you live in your home**. At our discretion, we will **repair or replace** any defective product or component at no cost to you. Coverage includes:

- **Mechanical Parts:** All internal tracks, tilt-rods, and lifting mechanisms.
- **Desert Endurance:** Failure caused by extreme sun and UV exposure (warping or cracking).
- **Material Integrity:** Fabric, cords, natural materials, and shutter louvers against manufacturer defects.

PART THREE

Lifetime Motorization Coverage

We are the only company in the region to cover you with a true lifetime warranty on motors.

- **The Motor:** If the motor hardware fails, we repair or replace it at no cost.
- **Exclusion:** This does not cover the routine recharging of batteries or the replacement of disposable batteries.

PART FOUR

Unlimited \$0.00 Service & Labor

This is the **Southwest Advantage**. If your product fails, you pay nothing for the fix.

\$0

Service Calls

We will never charge you a trip fee to come to your home.

\$0

Labor

Expert technicians who perform the repair or replacement are provided at no cost, for as long as you own the home.



PART FIVE

The Accident Bonus (Elegant Shutters Only)

We know life happens. While most warranties exclude accidents, our warranty includes a special protection clause for poly shutters:

- We will repair or replace your products covered under this warranty when accidental damage occurs. Pet damage has a limitation of 2 instances.

PART SIX

What Is Not Covered

- **Owner-Occupied Only:** This guarantee does not apply to rental properties, commercial properties, or short-term rentals (VRBO / Airbnb).
- **Non-Transferable:** Valid only for the original purchaser in their primary or secondary residence.

If you own the home, we own the problem.

CUSTOMER ACKNOWLEDGMENT

"I understand that the Everything's Covered Guarantee applies exclusively to the Southwest Blinds Signature Line."

Signature

Date