

# PANELS, DRAPERIES & VALANCES

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## *What to expect when you receive your soft window treatments*

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The packaging and shipping of soft treatments frequently results in minor wrinkling of the fabrics used.

There are different characteristics and handling needs for the variety of fabrics offered in this program.

Please refer to the descriptions below for guidance on how to remedy minor wrinkles upon delivery.

First, allow all items to hang for a few days so wrinkles relax and begin to fall out.

### **Silk fabrics**

- Natural irregularities that give the fabric its unique and desired character. The appearance of slubs, nubs, loops and barre ridges are universally accepted as normal and should not be considered defects.
- Silk should be lined with Thermal Sateen or Blockout lining to avoid colorfading.
- If necessary, steam silk to remove stubborn wrinkles. Please note that a good quality steamer is needed so water spots won't form from water spitting out from the steaming device.

### **Rayon/Poly blends**

- If necessary, steam rayon/poly blends to remove stubborn wrinkles. Please note that a good quality steamer is needed so water spots won't form from water spitting out from the steaming device.

### **100% Polyester**

- If necessary, steam polyester or gently iron on a low heat setting to remove stubborn wrinkles. 100% Polyester fabrics will release wrinkles easily by steaming or ironing on the Polyester / Synthetic Fabrics setting (Low), but may melt if the iron is too hot

### **Cotton/Poly blends**

- If necessary, gently iron on a Blended Fabric (Medium) heat setting to remove stubborn wrinkles.

### **100% COTTON and 100% LINEN**

- If necessary, gently iron on a Cotton (High) heat setting to remove stubborn wrinkles.

### **General Cleaning Guidance:**

- Dry Cleaning is the best method to clean soiled soft window treatments.
- However on 100% Polyester, Cotton/Poly blends, 100% Cotton and 100% Linen you may: Spot clean with warm soapy water using mild detergent and a clean sponge. Air dry, and then steam or iron as guided above.

## Installing Panels / Valances / Draperies

Measure carefully using a steel tape measure to assure accuracy. Take a moment to plan your installation: consider positioning of under-treatments, clearance for decorative rings, clips & finials etc; and/or anything that might be unique to your installation.

Follow any specific instructions that came with your hardware.

### Draperies

Add 1 inch or more for floor clearance where applicable – for window length treatments, predetermine where you want the bottom hem to fall – if possible, set the rod at least 4” above the window so that pleats are not seen from outside - position brackets accordingly. For traverse rods, allow for returns to the wall (usually one pleat on each side) and center overlap. If possible, allow extra space on both sides of the window for “Stackback” – this is the amount of space needed for the window covering to clear the glass when fully opened.

### Curtain Panels & Valances

Determine rod location in the same manner as draperies. Shurr onto the rods, place the rod on the brackets and arrange the treatment to personal preference.

### REPLACEMENT PARTS

In the event that replacement parts are ever needed, you may call: 1-800-264-1190

Please be sure to provide the following information, if possible:

- The complete model or catalog number of your product
- A description of the product
- A description of the part needed

## ONE YEAR LIMITED WARRANTY

The enclosed product is warranted to the original residential retail purchaser as long as the product remains in the original window.

### Covered:

Lifetime: Entire product against manufacturing defects (i.e. a flaw in the product design, materials, or workmanship that causes the product to no longer function)

5 years: All fabric

### Not Covered:

Normal Wear and Tear.

Any product that fails due to:

- abuse • exposure to salt air • improper installation • accident • extraordinary use
- improper operation • alterations • improper cleaning • misapplication
- damage from pests/insects/pets • improper handling • misuse

Costs associated with:

- product removal • transportation to and from the retailer • brand label removal
- product re-measure • incidental or consequential damages
- product reinstallation • shipping

In the event there are multiple blinds/shades in the same room, only the defective blind/shade will be replaced.

### To Report Shipping Damage:

If damage occurred during shipping, call place of purchase and report within 7 calendar days or else you may be denied credit for your damaged product.

### To Obtain Service:

If you suspect this Phase II product has a manufacturing defect in materials or workmanship:

1. Locate the sales receipt
2. Call place of purchase

Any unauthorized returns will not be accepted.

### Warranty Remedy:

THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY.

If this product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- repair the product
- replace the product
- refund the cost of the product

Colors vary from lot to lot and may not exactly match sample swatch or previous purchases.

Discontinued items or color selections will be replaced with the closest equivalent current product.

### YOUR RIGHTS UNDER STATE LAW:

This lifetime limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow limitations on how long a warranty lasts, so the above limitations may not apply to you.

No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This lifetime limited warranty supersedes any previous versions.