



Customer Service:

1-800-406-2164

Warranty

Veneta™ shutters are backed by a Lifetime Limited Warranty against original defects in materials or workmanship for as long as the original purchaser owns the shutter(s), provided that such products were properly installed. Any resale or other transfer of the product and/or materials voids this warranty.

Custom shutters have a Lifetime Limited Warranty covering colorfastness and warping.

To Obtain Warranty Service

- Please contact customer service at 1-800-406-2164 for warranty assistance.

Repair or remake of defective products is the sole remedy under this warranty and in no event shall Nien Made USA or its licensed distributors or dealers be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar parts. This warranty does not include shipping charges, costs of labor for measuring, installation, or trip charges. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

Please Note:

This warranty does not cover any conditions caused by normal wear and tear, unauthorized repairs, accidents, alterations, misuse, abuse, exposure to the elements, excessive humidity, fading, failure to follow instructions for measurement, installation, cleaning or maintenance. This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. All other warranties, both expressed and implied, are explicitly disclaimed. In no event shall Nien Made USA, Norman Window Fashions® or Norman® be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state.