



Customer Service: 1-855-558-1222

Lifetime Limited Warranty

Nien Made blinds and shades have a Lifetime Limited Warranty for as long as the original purchaser owns the blind(s) and shade(s), provided that such products were (1) properly installed; and (2) such products were made or assembled exclusively from original materials and components. Any resale or other transfer of product(s) and/or materials voids this warranty.

Discoloration or fading, chipping or cracking, caused by exposure to the elements (sun, moisture, water) is normal on paints, stains and textiles and they are warranted for 3 years. Motorized components are warranted for 5 years. Operational cords are warranted for 10 years against fraying. Commercial/contract orders are excluded from this warranty.

This warranty does not cover any condition of damage to the blind and shades or window from unauthorized repairs, accidents, alterations, misuse, abuse, normal wear and tear, exposure to elements, fading, discoloration over time or failure to follow the Nien Made approved instructions with respect to measurement, installation, cleaning or maintenance. Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty.

Repair or remake of defective products is the sole remedy under this warranty and in no event shall Nien Made 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.

This warranty excludes all liability for removal of blind and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to manufacturing, natural variations in color, grain and texture in the products, Nien Made is unable to guarantee exact matches on subsequent orders. Returns cannot be authorized due to these normal variations.

To obtain warranty service, please contact Nien Made Customer service at 1-855-558-1222. Repair or remake of defective products is the sole remedy under this warranty and in no event shall Nien Made be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar products/components.

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 be liable 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. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.