WARRANTY · RESIDENTIAL USE · UNITED STATES

CBM Limited Warranty

Window coverings and automation

Canadian Blind Manufacturing Inc. (“CBM”) warrants the products it supplies against defects in materials and workmanship under normal intended use, for the periods below. This warranty applies to CBM products sold through CBM dealers for installation in the United States. Coverage applies when the product is made to CBM's specifications and is measured, installed and operated according to CBM instructions. It applies to residential use only, belongs to the original end owner and is administered through the CBM dealer the product was bought from.

Window coverings

Product	What is covered	Term
Horizontal blinds, including 2'' faux wood	Headrail, tilt and lift mechanisms, brackets, slats, bottom rail and valance	**Limited lifetime***
Vertical blinds	Headrail, carriers, tilt and traverse mechanisms, brackets	**Limited lifetime***
	PVC louvers	**3 years**
Cellaris™ honeycomb shades, including Cellaris™ Duo	Headrail, cordless lift system, brackets and rails; cellular fabric against delamination and cell separation	**Limited lifetime***
Roller shades and Montage™ shades	Tubes, brackets, fascias, cassettes, bottom bars and light-block channels	**Limited lifetime***
	Fabric	**5 years**
All products	Operating cords and bead chains, where supplied, against fraying and breakage	**5 years**

Motorization and controls

Product	What is covered	Term
Motors	All CBM motors, and Somfy motors supplied by CBM	**5 years**
Rechargeable batteries	Batteries built into a motor, CBM battery packs and Somfy rechargeable batteries	**5 years**
Controls and accessories	CBM and Somfy remotes, timers, wall switches, bridges and hubs, chargers, solar panels, power supplies and cables	**1 year**
Bond hardware supplied by CBM	Bond Bridge and Sidekick	**1 year**
	Bond Bridge Pro main unit	**3 years**
	Bond power supplies and other third-party accessories	**1 year**
Replaceable batteries	Coin cells and AA / AAA batteries	**Not covered**

***Limited lifetime** means for as long as the original end owner owns the product at its original installation. A motorized shade keeps its own term for the shade's mechanical parts.

Residential use only. This warranty applies only to products installed in a private home. Products installed in any commercial setting, including offices, retail, restaurants, hospitality, rental properties, institutions and public spaces, are excluded and are not covered.

Warranty periods start on the date of CBM's original invoice to the dealer. Coverage is not transferable and applies only to products and options actually supplied by CBM.

What CBM will do

- For an accepted claim, CBM will repair or replace the defective part or product, at its option. Replacement parts and repair labor at CBM's facility are free of charge.
- If a comparable repair or replacement is not available, CBM may issue a credit up to the original CBM invoice value of the affected product.
- Current equivalent materials may be used, including for discontinued products, fabrics or colors. Exact color or dye-lot matching and replacing products that are not defective are not included.
- A repair or replacement does not restart the original warranty period.

How to get warranty service

1. Contact the dealer you bought from. Report the problem promptly and within the warranty period.
2. Your dealer sends CBM Customer Service the CBM invoice or order number, tag, product and model, serial number if available, installation date, a short description, and photos or a video.
3. CBM assesses the claim and issues a return authorization before anything is shipped. Mark the authorization number on the package.
4. CBM confirms the remedy, or any chargeable work, before going ahead.
5. Removal, freight to and from CBM (including any customs brokerage, duties and import fees), and re-installation are the dealer's responsibility, or the end owner's if the dealer is no longer in business.

What is not covered

- Normal wear and tear, including wear of clutches, springs and other moving parts from use; gradual fading or discoloration; soiling and scratching.
- Accident, misuse, abuse, forcing or pulling the shade, alteration, pets, and damage from cleaning.
- Incorrect measurement, installation, wiring, storage or maintenance, including brackets that are not level and in line. An uneven shade can telescope (shift sideways) and fray.
- Products ordered outside CBM's limits or recommendations, including roller shades longer than three times the fabric width.
- Moisture, condensation, steam, heat, salt air or outdoor exposure. Vertical louvers must be at least 10″ above and 5″ in front of any heater. PVC may bow temporarily in direct sun and straighten once out of it; lasting warping from a manufacturing defect is covered.
- Natural fabric characteristics: slight waviness or edge curl, light gaps at the sides, and differences in color, weave or texture from samples or earlier orders.
- Damage caused by repairs or changes made by anyone other than CBM or an authorized CBM dealer, or by parts, motors or controls not supplied by CBM.
- Products moved to a window or location other than the one they were made for.
- Fire, flood, storms, vandalism and other events beyond CBM's control.
- Power surges and incorrect voltage. Normal loss of battery capacity over time, or damage from not charging and storing batteries as instructed.
- Setup and connectivity issues that are not defects: pairing, changed limits or settings, radio interference, Wi-Fi or internet availability, third-party accounts, apps, voice assistants and cloud services, and their ongoing compatibility.
- Freight to and from CBM; dealer or site diagnosis and labor; travel; removal, re-measuring, re-installation and programming; access equipment; damage to other property; and incidental or consequential damages, including loss of use.

Terms

Repair, replacement or credit as described above is the only remedy under this warranty. To the extent permitted by law, CBM is not responsible for incidental or consequential damages. **Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.**

CBM may require the product or part to be returned for inspection before a claim is accepted; replaced parts become the property of CBM. Coverage requires the CBM invoice for the product to be paid in full.

Any project-specific change to these terms requires CBM's written agreement. This warranty applies to products for installation in the United States on orders accepted by CBM on or after November 1, 2026. The warranty in effect when an order was accepted continues to govern that order. Warrantor: Canadian Blind Manufacturing Inc., 13040 Worster Ct, Richmond, BC V6V 2B3, Canada · toll-free 1-888-982-0888 · sales@cblind.ca.