



LIMITED WARRANTY

Sunbrella® Custom Window Treatments Warranty



Glen Raven stands behind the quality of our Sunbrella custom window treatments. We are committed to providing our customers with high quality, low maintenance, superior products that are manufactured to last. We offer a lifetime limited warranty on Sunbrella custom window treatments. This warranty applies as long as the original purchaser owns the product and is non-transferable. The warranty only applies to products used in an indoor residential setting and in the original windows for which the product was ordered and intended.

What is Covered

Lifetime Manufacturing Defect Limited Warranty

Our lifetime limited warranty protects against the custom window treatment becoming unserviceable due to the following manufacturing defects:

- Split hems whether on the sides, bottom or liner
- Product does not meet specifications
- Workmanship
- Non-motorized pulls and related parts

10-year Limited Fabric Warranty

We provide a 10-year limited warranty for loss of color of the product from normal usage and exposure conditions including sunlight, mildew and atmospheric chemicals when used for appropriate applications.

5-year Limited Motorized Component Warranty

We provide a 5-year warranty on all motorized components and related accessories.

What is Not Covered

- Stains left untreated, or normal care and cleaning
- Rips, tears or cuts in the product
- Discoloration after the 10-year period
- Removal or reinstallation

In the unlikely event your Sunbrella custom window treatment does not meet the performance and quality outlined above, please contact us to submit a claim. If the product has a manufacturing defect or falls under one of the above claim categories, we'll provide you with a replacement product or part (of the same type or equivalent, if no longer available). We are unable to replace the product after the 10-year mark if your claim is related to a loss of color. Please review the helpful guidance on care and cleaning to extend the life of your Sunbrella custom window treatments [here](#).

This warranty does not cover normal care and cleaning, damage from misuse or abuse, or improper installation. Glen Raven reserves the right to require proof of purchase and returned product for inspection for a submitted warranty claim. Glen Raven's liability is expressly limited to this warranty.