



KOVA

# LETTER OF WARRANTY

Window Treatments

**KATERRA LIMITED WARRANTY**

Product Category: Window Treatments

Katerra warrants that the product category listed above will be free from defects in material and workmanship when properly installed and serviced during normal residential or light commercial installation applications per the table below. Unless otherwise specified, the start date for warranty coverage begins on the date of delivery.

Description	Owner-Occupied Single-Family Residential Warranty	Multi-Family Residential & Light Commercial Warranty
1-inch aluminum or vinyl mini blinds	1-Year Limited Warranty	1-Year Limited Warranty
Roller shades	1-Year Limited Warranty	1-Year Limited Warranty
Vinyl or fabric vertical louvers	1-Year Limited Warranty	1-Year Limited Warranty
2-inch wood or faux wood	3-Year Limited Warranty	1-Year Limited Warranty
Wood or faux wood shutters blinds	3-Year Limited Warranty	1-Year Limited Warranty

Subject to the terms and conditions listed below, Katerra will repair, provide a replacement part or product, or refund the original purchase price for the defective products during the warranty period. The decision to resolve warranty defects by repair, replacement, or refund will be made at Katerra's sole discretion. Katerra recommends using a licensed professional for all installations or repairs.

**THE FOLLOWING CONDITIONS ARE NOT COVERED BY THIS LIMITED WARRANTY:**

1. Faults caused by accidents, installation error, improper maintenance, negligent use or care, neglect, adjusting, testing, altering, tampering, careless operation or handling of products that are not in accordance with Katerra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party – whether performed by a contractor, service company, or yourself.
2. Damage caused by the use of cleaners not in compliance with cleaning recommendations.
3. Normal wear and tear due to the normal aging of the product, including parts that are expected to deteriorate over time. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents, or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
4. Temporary marks on the products including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household items.
5. Damage caused by direct exposure to water or other liquids.
6. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
7. Cosmetic damage not reported in the first 48 hours after delivery. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before

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installation voids this warranty.

8. Discoloration, rust, or oxidation resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture, humidity, or exposure to chemicals. Installation applications within 5 miles (8 kilometers) of a body of salt water are considered high salt concentration environments.
9. Damage caused after delivery, including damages to the home incurred during installation, including but not limited to floors, cabinets, countertops, walls, etc.
10. Any condition or damage resulting from the removal of the window treatment and reinstallation in the same or another window.
11. Damage incurred after delivery caused by children, animals, bacteria, fungus, or insects.
12. Damage from installation adjacent to a heat source with insufficient airflow or insulation to diffuse the heat.
13. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color match over time. These variations are the nature of the material in relation to their environmental exposure and are not covered by this warranty.
14. Unless specifically stated otherwise, this product is not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, walk-in freezers or refrigeration units, or other extreme environments.
15. Force Majeure: Loss, damage, or injury caused in whole or in part by natural calamities or acts of God.
16. Labor: This limited warranty is for material only and does not cover labor charges – including installation, removal, and reinstallation, or other incidental or consequential costs associated with surrounding material such as countertops, walls, ceilings, paint, cabinets, or flooring. The original purchaser may be covered by a separate workmanship or installation warranty from the general contractor or licensed professional who installed the product.
17. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, professional office buildings, retail, student housing, employee housing, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, food service, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If you have questions about the suitability of this product for your particular installation application, please contact your Katerra sales representative before purchase and installation.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

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This warranty is not in force until full payment has been received for the covered products.

Some slight warpage, as well as natural wood characteristics such as grain, knots, mineral marks, etc. are normal with a wood product and are not considered defects. Areas of high humidity may cause excessive warpage of wood shutter components. Also, some loss of color intensity or discoloration may occur in plastic materials or wood finishes when exposed to direct sunlight over long periods. Colors may vary from lot to lot and may not exactly match samples of previous purchases. All cords will eventually wear out. Katerra considers these things normal wear and tear and are not covered by this warranty.

Katerra reserves the right to alter designs, specifications, and materials without obligation to make similar changes to products previously manufactured. The repair or replacement under warranty is contingent upon the current product offerings, styles, and construction options within the Katerra products at the time of the warranty claim. If a warranty claim is filed after a Katerra product becomes obsolete (is no longer in production), Katerra reserves the right to honor the warranty in one of the following ways:

- To replace the affected component with a new component of the same style.
- To replace the affected component and any other components in the installation application to achieve a uniform appearance with a similar and comparable product style of the originally purchased style.

If components are replaced, Katerra cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the other components in the installation application. This is due to the changes that occur during the products' natural aging process, affecting its color and/or grain, as well as inherent differences in paint, stain, and dye lots for products produced at different times.

Katerra does not warrant that the operation of covered products will be uninterrupted or error-free. This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship and that any part of the product may fail during the warranty period. The buyer's sole remedies under this warranty are limited to repair, replacement, or refund in the event a part fails due to a defect in material or workmanship.

This warranty is not a statement of the expected useful life of any KOVA product.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Katerra in exchange for the replacement parts and become the property of Katerra.

This warranty is extended to the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Katerra's total liability or cost, for the life of this warranty, is limited to, and capped at, the original purchase price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

#### **DISCLAIMER OF IMPLIED WARRANTIES**

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TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

**LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES**

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KATERRA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW. KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS TO REMOVE AND/OR REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING, ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

**WARRANTY CLAIMS**

To submit a warranty claim:

Web: [www.warranty.katerra.com](http://www.warranty.katerra.com)

Mail: Katerra Warranty Department  
9305 E Via de Venture, STE 200

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Scottsdale, AZ 85258

Product description and proof of purchase are required to support any warranty claim.