



NUVÉ
WINDOW TREATMENTS

NUVÉ LLC • LEGAL

LIMITED PRODUCT WARRANTY

ROLLER & DOUBLE ROLLER BLINDS • MANUAL AND MOTORIZED SYSTEMS

WARRANTY PERIOD SUMMARY

MANUAL ROLLER & DOUBLE ROLLER BLINDS	5 YEARS
AC-POWERED MOTORS	5 YEARS
BATTERY-POWERED MOTORS	3 YEARS
REMOTES, WALL SWITCHES, CHARGERS	2 YEARS

NUVÉ
POWERED BY: **COULISSE**
SINCE 1992

LIMITED PRODUCT WARRANTY

01 Warranty Coverage

We warrant that our roller and double roller blinds are free from defects in materials and workmanship under normal indoor residential use, when properly installed, operated and maintained.

02 Warranty Period

The warranty begins on the date of original purchase and applies only to the original purchaser at the original installation location.

Manual Roller & Double Roller Blinds	5 years
AC-Powered Motors	5 years
Battery-Powered Motors	3 years
Remote Controls, Wall Switches and Chargers	2 years

03 What Is Covered

This warranty covers manufacturing defects in the components listed below. At our sole discretion, we will repair or replace defective components with the same or a comparable product.

- Clutch mechanisms.
- Brackets and mounting hardware.
- Aluminum tubes.
- Fabric — manufacturing defects only.
- Bottom rails and cassettes.
- Internal operating mechanisms.
- Motors — manufacturing defects only.
- Other factory-installed components supplied by us.



04 What Is Not Covered

This warranty does not cover:

- Improper measuring, installation or removal.
- Damage occurring during installation or handling.
- Normal wear and tear.
- Cosmetic imperfections that do not affect function.
- Fabric fraying, soiling or damage from misuse.
- Damage caused by pets, children, insects or rodents.
- Abuse, accidents, neglect or improper use.
- Fire, flood, excessive moisture, mold or weather damage.
- Commercial or heavy-duty use beyond residential application.
- Unauthorized repairs, alterations or modifications.
- Outdoor installation unless designed for outdoor use.
- Damage from improper wiring or power surges.
- Batteries or normal battery degradation over time.
- Smart-home issues from third-party devices, Wi-Fi or updates.

05 Normal Fabric Characteristics

The following are considered normal characteristics of fabric and are not covered as defects:

- Minor color variations between dye lots.
- Slight fabric waviness or edge curling.
- Wrinkles that relax naturally after installation.
- Natural variations in fabric texture.
- Minor light gaps at the edges of the shade.
- Gradual fading from prolonged UV exposure.

WARNING

Failure to follow care instructions or using the product outside its intended purpose will void this warranty.

06 Labor and Service

This warranty covers parts only. It does not include:

- Installation, removal or reinstallation labor.
- Shipping or freight charges.
- Travel or service-call charges.
- Rental equipment or lift charges.

These costs are the responsibility of the purchaser.

07 How to Submit a Warranty Claim

To file a claim, please provide:

- 01 Original proof of purchase.
- 02 Product order or invoice number.
- 03 Detailed description of the issue.
- 04 Clear photographs or videos of the defect.

We may require the product or component to be returned for inspection before approving the claim.

08 Limitation of Liability

Our sole responsibility under this warranty is limited to the repair or replacement of defective parts or products. We are not liable for any incidental, consequential or indirect damages, including but not limited to:

- Loss of profits or business interruption.
- Labor costs incurred by others.
- Damage to surrounding property.
- Delays due to product availability or shipping.

09 Transferability

This warranty is non-transferable and applies only to the original purchaser at the original installation location.

10 General Provisions

- Any repair or replacement does not extend or restart the original warranty period.
- Failure to follow care instructions or using the product outside its intended purpose will void this warranty.
- This is the exclusive warranty provided by NUVE LLC and supersedes all other express warranties. Implied warranties are limited to the duration of this written warranty, to the extent permitted by law.

This warranty is effective as of the original date of purchase.

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