Terms and Conditions for Custom Window Shades

Pricing and Terms

- Prices are subject to change without notice.
- Terms are Net 30 days.
- Customers with past due balances of more than 60 days will be shipped COD plus past due amount & interest.
- 1 ½% interest per month or 18 percent per year is charged on all past due accounts.
- **Check each package for correct size, pattern, color, and brackets before giving to the installer.**
- *Hauser Shade* **is not responsible for installation charges (trip charges) regardless of cause. This is a condition of purchase when ordering from** *Hauser Shade.*

Repairs

The Hauser family has been making the highest quality window coverings since 1937. We will repair or remake custom shades that do not meet industry or Hauser Shade's quality standards. Hauser Shade is not responsible for faulty installation, incorrect measurements, or improper use of the product.

Freight

- Custom shades are FOB from Richmond, CA
- CHECK OUTWARD CONDITION OF ALL SHIPMENTS, REFUSE SHIPMENT IF CARTON LOOKS DAMAGED
- Open package upon receipt to check for hidden damage
- If a request for inspection is made you must have original carton and packing available.
- Contact *Hauser Shade* for any inquires about shipping

Order Cancellations and Changes

- Custom shades are made to order. Cancellation or changes can only be made the same business day that the order is placed. Customer assumes **all responsibility** for phone orders. Request that we repeat your order to you for confirmation.

Defective Merchandise

- All defective merchandise must be reported to *Hauser Shade* within 10 days of receipt.
- Repairs on defective shades will be given highest reasonable priority.

Returns

- Claims resulting from shipping damages by common carrier are the responsibility of the carrier. Check shipments for any damage. Refuse any shipments damaged by carrier.
- A *Hauser Shade* Representative can accept returns only with prior approval.
- A shade that is unsatisfactory to you **should not be** left in the window. *Hauser Shade* will not remake a shade that we have declared returnable unless we have the damaged shade to inspect.