
How to Make a Warranty Claim

Shades by Matiss, Inc. · Rev. 07.16.26

Please inspect every order promptly. Under our Terms & Conditions, you have **ten (10) days from receipt** to inspect your shipment and report any shortage, damage, defect, or nonconformity in writing. Inspect **before installing or taking any product to a job site** — issues that were discoverable on inspection but not reported before the goods reach the job site are not eligible for job-site charge-backs.

Report a claim (within 10 days of receipt)

Email **claims@shadesbymatiss.com** with your claim. Please include:

- Your original order number (found on the product identification tag or your purchase documents).
- Clear photographs of the issue — and, for shipping damage, photos of the damaged carton or pallet before unpacking.
- A short description of the problem (e.g., wrong size, wrong material, flaw, shortage, or damage).

Tip: photograph the product identification tag when the order arrives, and keep the original packaging until the claim is resolved. **Do not remove, alter, install, or discard the product or its packaging before it has been inspected — doing so may void the claim.**

What happens within the 10-day window

No-charge remake. If the photos and documentation clearly show the flaw was due to manufacturing, we will remake the product at no charge — no Return Authorization (RA) needed.

Charged remake with credit upon inspection. If the documentation is insufficient or inconclusive and a physical inspection is required, we will process a charged remake. When the original is returned and inspected, if the flaw is found to be a manufacturing defect, a credit is issued.

Defects discovered after the 10-day window

Coverage after the inspection window is governed by the Shades by Matiss Limited Warranty. Our policy is 10 days; any accommodation beyond that is at our discretion. To pursue a claim:

1. **Contact your Shades by Matiss representative.** An on-site assessment may resolve the issue without a return. If it cannot, the product must be professionally removed and returned for inspection to avoid further damage that could void the warranty.
2. **Locate your original order number.** It is on the product tag or your purchase documents; photograph the tag for your records.
3. **Initiate the claim.** Email claims@shadesbymatiss.com (or call Customer Service at (800) 493-2040). You will be issued a Return Authorization (RA) number that tracks your claim.
4. **Return the product.** Uninstall and package it carefully; every return must show its RA number, or it will be returned to sender. The customer is responsible for return shipping.

5. **Inspection and resolution.** We inspect the returned product. If it is covered, we repair or replace the defective part or component at no additional charge (if a replacement was already sent, no further charge applies). If the issue is due to misuse, damage, or another non-covered condition, we will contact you to discuss options.

Questions about your warranty or a claim? Email **claims@shadesbymatiss.com** for claims, or contact Customer Service at (800) 493-2040 / info@shadesbymatiss.com.