
Limited Warranty

Rev. 07.16.26

Matiss, Inc. (“Shades by Matiss”) warrants to the original purchaser that its products will be free from defects in materials and workmanship — for the life of the project for which they were originally purchased, not to exceed twenty-five (25) years from the date of shipment — on the terms and for the periods described below, provided that such products were installed, used, and maintained according to Matiss, Inc. written instructions. All warranty periods run from the date of shipment. This warranty is non-transferable and is limited to the original purchaser; project-specific warranties may be issued separately as described in Section C.

A. Shades by Matiss Workmanship Warranty

Seller warrants its own manufacturing workmanship to be free from defects and provides any coverage required by law. This is Seller’s direct warranty to Buyer.

B. Manufacturer (Pass-Through) Warranties

The fabrics, motors, electronics, hardware, and other components incorporated into the products are covered by the warranty of their respective manufacturer for that specific component. Seller passes these warranties through to Buyer. The following is a general summary (all periods run from the date of shipment); exact periods and conditions follow each manufacturer’s published warranty:

Component	General coverage	Notes
Interior solar fabrics	Life of project — not to exceed 25 years from shipment	Per fabric mill; exclusions apply
Exterior & specialty / decorative fabrics	5 years from shipment	Per mill; some exterior screens carry longer terms
Motors, electronics & controls	5 years from shipment	Automate Basics motors: 3 years. Includes controls & electronic accessories
Interior hardware	Life of project — not to exceed 25 years from shipment	Under normal-use conditions
Exterior hardware	5 years from shipment	Designed for outdoor use

C. Project-Specific Warranties

For specific projects, Shades by Matiss may issue a separate, written project-specific warranty that differs from this standard warranty — including tailored coverage, extended durations, manufacturer-matched terms (for example, matching a Lutron- or Mecho-style project warranty), or terms negotiated for a project’s owner or general contractor. Any such project-specific warranty is issued by Seller in writing and governs over this standard warranty for that project, similar to special project payment terms. Absent a written project-specific warranty, this standard warranty applies and remains non-transferable and limited to the original purchaser.

D. Exclusions

This limited warranty shall remain in effect only if the Matiss, Inc. product has been installed by an authorized dealer and maintained, cleaned, treated, and used correctly. The following conditions are not covered by this warranty:

- Normal wear and tear: includes, but is not limited to, fading, discoloration, fraying of fabrics, wear of cords, and loss of pleating due to lack of use.
- Accidental damage: resulting from mishandling, improper installation, misuse, abuse, or exposure to heat and humidity.
- Environmental damage: caused by environmental factors such as salt air, insects, or pets.
- Improper use: usage of fabrics for exterior applications not specifically approved for that use, or any application outside of the recommended specifications.
- Fabric cracking: due to improper handling, such as creasing or folding.
- Specialty products: products ordered outside of the recommended manufacturing specifications (oversized shades, out-of-spec units, specialty units, etc.).
- Customer's Own Material (COM): fabrics, materials, or components supplied by the Buyer or customer are not warranted.
- Bead chain and other manual fail-safe components are not covered under this warranty.

E. Remedy, Limitations & Claims

The sole remedy under this limited warranty is that Matiss, Inc. shall repair or replace, at its sole discretion, the product or components found to be defective. Matiss, Inc. shall not be responsible for shipping charges or labor costs incurred for removal, re-measuring, or reinstallation. Repairs will be made with like or similar parts. Colors may vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current components.

(a) This limited warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. Matiss, Inc. disclaims all other representations and warranties, whether express, implied, or statutory, including any warranty of merchantability, use, fitness for a particular purpose, or arising from usage or course of dealing, or otherwise.

(b) In no event shall Matiss, Inc. be liable for loss of profits, indirect, special, or consequential damages arising out of any product covered by this limited warranty, or incidental damages, including without limitation loss of use, loss of time or inconvenience, and other related charges.

(c) In no event shall the liability of Matiss, Inc. exceed the cost of the product.

(d) Some states do not allow the exclusion or limitation of consequential or incidental damages, so this exclusion or limitation may not apply to you.

To obtain warranty service, contact the dealer from whom you purchased the product. Warranty claims must be accompanied by proof of purchase and are subject to the ten (10) day inspection and notice requirement in the Terms and Conditions of Sale. Do not remove, alter, install, or discard the product or its original packaging before Seller (and, where applicable, the carrier or insurer) has had the opportunity to inspect; doing so may void the claim.