



Limited Lifetime Warranty

Thank you for choosing Gallery Shutters, Inc.! Your shutters are protected by a limited lifetime warranty. These shutters are made with the finest quality basswood and the strongest construction techniques available. Should your shutters fail to function properly due to faulty materials, construction or installation, Gallery Shutters, Inc. will repair or replace at our discretion and expense. The paint finish is warranted for five years and the stain finish is warranted for three years. This warranty is granted to the original owners only and is not transferable. The first five years they are covered by an exclusive in-home warranty at no charge. After five years there will be a applicable service charge of \$50.00. Labor and supplies are all covered. If the shutters need to come back to the factory for any reason, the initial trip charge fee will be the only charge. If the customer wants to avoid the fee after five years, he or she can bring the product into the factory for repair at no charge.

Please note the following notations and conditions:

Think of your shutters as furniture for your windows. They are a real wood product and need to be protected from heavy moisture and rain. If the shutters are exposed to either, the wood will absorb the moisture and expand and contract. It does not hurt the wood, but your painted or stained finish cannot expand and contract and will crack due to the moisture. This is not covered by your warranty. Fees will apply. Broken or chewed louvers are not covered by your warranty. Staples holding the tilt bar and louvers are covered by the warranty. Over 3 staples on the same tilt bar will be considered excessive damage and then will be exempt from the warranty. So please call as soon as one staple comes out. Please remember this is a natural wood product and tends to have slight imperfections and bows. Wood shutters close well but are not perfect, light gaps can vary. The taller the panels, the more likely they are to have uneven light gaps. Never use anything but a duster or a damp cloth to clean your shutters. Ammonia based products and polishes will ruin your finish and void the warranty. Shutters on a rare occasion installed on uneven walls, textured walls or freshly painted walls can cause your shutters to fuse and stick to the back of the shutter panels. If this happens it is not covered by the warranty.

Gallery Shutters, Inc.

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