



OUR COMMITMENT TO SERVICE, QUALITY AND DELIVERY

For the past 65 years, Lafayette Interior Fashions has been a family owned and operated business, serving the window fashions industry. The philosophy of quality-service-delivery was formed by our founder, Joe Morgan Sr., and is carried on by his children - Joe, Denny and Toni. The employees that comprise the workforce of Lafayette Interior Fashions also embrace this philosophy since it is the foundation for our corporate mission statement:

“To create an enduring partnership with our customers by being their most responsive, effective and efficient supplier of interior fashions”

Our policies reflect our priorities of service, quality and delivery. The policies outlined in the following pages are updated as needed in response to the ever-changing worlds of business and technology.

LAFAYETTE ACCOUNT NUMBER

All of our customers have a unique Account Number, which is necessary to obtain pricing, place orders, inquire on orders, etc. The first question you will be asked when calling in is: “What is your Account Number?”

My Lafayette Account Number _____

LAFAYETTE TERRITORY MANAGER

Every Lafayette account is assigned to a Territory Manager, a sales professional who lives and travels in your area. We have sales professionals located throughout the United States as well as an Inside Sales group to handle outlying geographic areas. Your Territory Manager has an email and a direct phone line. Each Territory Manager reports to a Regional Sales Manager.

My Territory Manager _____

Contact Number: _____

email _____@lafvb.com

LAFAYETTE CREDIT REPRESENTATIVE

Each Lafayette account is also assigned to a Credit Representative, an individual based in our corporate office who is your link to all financial transactions and account information. Any changes in address, phone numbers, fax number or email should be reported to your representative so we have an open line of communication.

My Credit Representative _____

Extension _____

email _____@lafvb.com

Credit Department	Phone	800-944-4582
	FAX	765-464-2696
	Monday-Thursday	8:00 am to 6:00 pm EST
	Friday	8:00 am to 5:00 pm EST

HOW TO CONTACT US

Customer Service / Order Entry	800-342-5523
Hours: Monday - Friday	7:30 am to 9:00 pm EST
See the Communication Express Flowchart on page 2	

Customer Service FAX	765-464-2680
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Via eFax	CS Originals Department	765-807-3240
	Marketing Department	765-807-3172

Via email:	Credit Department	lvb_credit@lafvb.com
	Customer Service	cs_dept@lafvb.com
	CS Drapery Group	draperies@lafvb.com
	CS Measure & Install	mi_group@lafvb.com
	CS Motorization	motor@lafvb.com
	CS Originals Group	originals@lafvb.com
	CS Shutters	shutters@lafvb.com
	CS Specialties	specialties@lafvb.com
	CS Soft Fash Original Design	originaldesign@lafvb.com
	Marketing Department	marketing@lafvb.com

LAFAYETTE EXPRESS DRIVER

If you are on a Lafayette Express Delivery route, you will have a driver assigned to that route. Our drivers work closely with our customers and become a vital link to our shared success.

My Lafayette Driver is _____

Voice Mail Extension _____

Normal Load Day _____

REMITTANCE ADDRESS

All payments should be remitted to:
 Lafayette Venetian Blind, Inc.
 P.O. Box 1874
 Warsaw, IN 46581-1874

PARTNERS IN BUSINESS - CUSTOMER SERVICE

LAFAYETTE CUSTOMER SERVICE AGENTS

Lafayette's Customer Service team is the standard for the window treatment industry. Our team of over 50 Customer Service Agents is trained to answer your product inquiries, place orders and share their wealth of product knowledge.

Because our Customer Service Agents operate in a "queue", they can better serve you based upon the sequence that the calls are received and the type of call that is being taken. We currently offer special "queues" for Soft Fashions, Shutters and Motorization. Refer to the Communication Express Flowchart below to see all of the customer service telephone options.

Our call recording system allows us to review any call for training and quality assurance. A Quality group in Customer Service monitors calls and conducts training to constantly improve our customer service.



ORDER ENTRY/CUSTOMER SERVICE
1-800-342-5523

<p>PRESS 1 Orders, Quotes and Product Information</p> <p>PRESS 1 Soft Fashions & Related Hardware</p> <p style="margin-left: 20px;">PRESS 1 <i>Draperies & Other Soft Fashions</i></p> <p style="margin-left: 20px;">PRESS 2 <i>Hardware & Accessories</i></p> <p>PRESS 2 Shutters</p> <p>PRESS 3 All Other Products</p> <p style="margin-left: 20px;">PRESS 1 <i>Horizontal Blinds</i></p> <p style="margin-left: 20px;">PRESS 2 <i>Cellular/Pleated/Shading Systems</i></p> <p style="margin-left: 20px;">PRESS 3 <i>Vertical Blinds</i></p> <p style="margin-left: 20px;">PRESS 4 <i>Roller/Roman Shades</i></p> <p style="margin-left: 20px;">PRESS 5 <i>Stock Products</i></p> <p style="margin-left: 20px;">PRESS 6 <i>Motorization</i></p> <p style="margin-left: 20px;">PRESS 7 <i>All Other Products</i></p>	<p>PRESS 2 Customer Service</p> <p style="margin-left: 20px;">PRESS 1 Returns, Repairs & Remakes</p> <p style="margin-left: 20px;">PRESS 2 Other Questions</p> <p>PRESS 4 Credit Dept.</p> <p>PRESS * Repeat Menu</p> <p style="text-align: center; color: blue;">Customer Service FAX Number 765-464-2680</p> <p style="font-size: small;">The Communication Express system has the ability to record calls for quality assurance. Call recordings are used as a training tool for new agents. We believe that this will provide another method to increase our quality of service to you.</p>
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Your ACCOUNT NUMBER is your ticket to the Lafayette Communication Express. Please have it ready!

ORDERING MADE EASY

We accept custom product orders by telephone, fax, mail, email and our online custom product quoting/ordering system. Unlike other manufacturers, we prefer custom orders be placed via telephone. Our highly trained Customer Service team enters most orders directly into our computer. Questions and incomplete information are resolved as the order is placed. If a size or option will not work, it is discussed at the time of order. We enter the order, then read back every detail to our customer. The computer actually forces our agent to go back through the order detail by detail so that you are told exactly what has been entered. If you are listening closely, this double review eliminates communication errors. You'll want to write down your Lafayette reference number and the name of the customer service agent with whom you spoke. Phone orders are immediately transferred to production.

Orders sent by email, fax or mail go to a separate team in our Customer Service Department. One person examines the order for completeness, then enters it into our computer. Since you are not involved in the order review process, we have a second agent go back through the entire order, comparing the computer entry to the original document. If information is incomplete or invalid, Customer Service will call or fax you to resolve any open questions. This process takes more time than direct telephone orders and historically has a higher error rate.

When ordering Soft Fashions or Shutters via fax, email or mail, please use our Lafayette Order Forms for these products. Those order forms can be found on www.lafayetteinteriorfashions.com in the Dealer Center. If you are mailing or faxing an order, please include your fax number. It is important that you return our call or fax quickly to resolve any questions about an order.

When you are requesting a price quote, please record the quote number for future reference. Quote prices will not be honored if a quote number is not provided, if the customer order has been changed from the quote specifications, or if new custom product pricing has taken effect since the price quote was given. If the custom product quote is altered in size or material, and is turned into an order; then, the pricing may vary and the quote price will NOT be honored.

We also have call recording, which is used for quality and training. So if you have a discrepancy on your order, we are able to review individual phone calls so that on-going training can occur.

Remember, our Customer Service team is available from 7:30 am to 9:00 pm EST. Whether you are calling from Maine or California, we have agents available to assist you! And, if you prefer entering your order at your own convenience, we also have an on-line custom product quoting and ordering system.

INSTALLATION PARTS

In the event that parts are incorrect or missing, we will immediately ship replacement parts out to you at no charge.

LEAD TIMES

Lead times will vary from product to product. When an order is placed, an approximate ship date is given. A number of factors can delay that ship date, including vendor backorders and flawed material. A few of our Customer Service Agents are Troubleshooters who specialize in backorder notification.

PARTNERS IN BUSINESS - CUSTOMER SERVICE

ON-LINE CUSTOM PRODUCT ORDERING

Order entry can be done 24/7 for most Lafayette custom products. Our on-line Custom Product Quoting and Ordering system provides a way for you to quote and send your order to us if you know what you want and don't require assistance. Several products, like shutters and soft fashions, require customer service contact due to the complexity of ordering.

Administer Your Link - Add your logo, administer your sales staff, set time limits for quotes and proposals, view promotional pricing, create "generic" text for proposals

Manage Your Clients - Your client database, local tax rates, window sizes, set your discount/margin/markup by product type

Compare Prices on Different Products - Products with the same window size, with different options and print for client review

Develop Scenarios for different products for a room or throughout the house - Uses window sizes already loaded in client information, can be turned into quotes and proposals to email to clients.

Prepare Quotes and Proposals - Pricing and product detail determined by you, include any taxable or non-taxable charges for your area/client, include installation charges, personalize it with a note and then email to your client.

Efficiently Transmit Orders to Lafayette - Hitting "send" will submit your order to Lafayette, turn your order status to "In Process" and you'll then receive an order confirmation and pricing verification from Lafayette. Share order information and details with your installer electronically.

Provides Financial Reporting and Business Asset - View your sales by month or year, and sort your client list for use by installer. Use your client list as a business asset if you are considering selling/partnering your business with another person

ON-LINE STOCK PRODUCT ORDERING

Order memo swatches, price lists, samples and drapery hardware through the on-line stock product ordering found on the web site under "Ordering and Quoting."

ONLINE TEMPLATES

Kraft paper, tape and pencils are not necessary for templates when you order your template using our online template service. Simply visit our web site Dealer Center / Ordering and Quoting / Specialty Shape Templates and select the specialty shape. Then, enter the dimensions in our system. A factory-made template will be printed using our CAD system and then sent to you for verification. The agents in our Specialty Shapes group work directly with production on many irregular shape and size orders. Making a template has NEVER been easier!

TEMPLATE GUIDELINES

If you are not using our Online Template Service, there are a few guidelines for Kraft paper templates submitted to us. A template for the entire opening must be cut out and rolled, not folded. The room side of the template MUST be marked on the order. With a template designated as Outside Mount, the order is made to the exact template - for an Inside Mount the factory may take necessary deductions. Contact Customer Service for a pickup number for your template, and send in the template with a completed order form. Orders are entered when the template is received.

PRICING

Lafayette branded products have Genuine Value Retail Pricing published with a consistent margin for you. Lafayette Select Masterpieces Cut Yardage pricing is published in a Fabric Index.

Lafayette Retail Sales Guides, Soft Fashions Style Guide and Stock Products pricing can be found on our web site in the Dealer Center. All pricing is shown in US dollars and subject to change.

GENERAL ADVISORIES

Most advisories are specific to a product and are outlined in the Lafayette Retail Sales Guide. These advisories apply to all interior fashions textiles and products:

- Dye-lot variations from sample to product or product to product are inherent qualities of any textile fabric.
- Room numbers are REQUIRED so that products within the same room have the same dye-lot.
- Colors appear different under varied light conditions: fluorescent to incandescent light; daylight to evening; and sample book to window.
- Laminated or backed fabric will appear different than unbacked fabric when using the same color.
- We cannot be responsible for exact color matching.

ORDER CANCELLATIONS

Due to the custom nature of our business, orders cannot be cancelled after materials are cut.

INSTALLATION

Please examine all merchandise and packages for accuracy and make sure all parts, brackets, etc. are included before sending them to be installed. **Repairs or remakes must be requested within 30 days of invoice date.** While we constantly strive to make sure each order is exact and complete, we do occasionally make mistakes, and we cannot be responsible for trip charges or reinstallation charges.

Proper installation and care of your finished product is as important as the selection of color and product. The installer must have the proper tools and fasteners to insure the products are secured properly. We cannot be responsible for product care or installation after a product has been delivered to you.

OH, BY THE WAY . . .

Lafayette's mission is "to create an enduring partnership with our customers by being their most responsive, effective, and efficient supplier of interior fashions." To accomplish this mission it is essential that you tell us how we can serve you better. Our "Oh, By The Way . . ." program was designed to funnel all comments from you to our management. These ideas/comments are then forwarded to the departments involved for reply back to you. All of our customer service agents, Territory Managers, and drivers are instructed to forward your input via an "Oh, By The Way . . ." form. Additionally, "Oh, By The Way . . ." postcards are included with custom orders for you to mail back to us. There is also an online feedback form in the Dealer Center of our web site. We need your input to accomplish our mission.

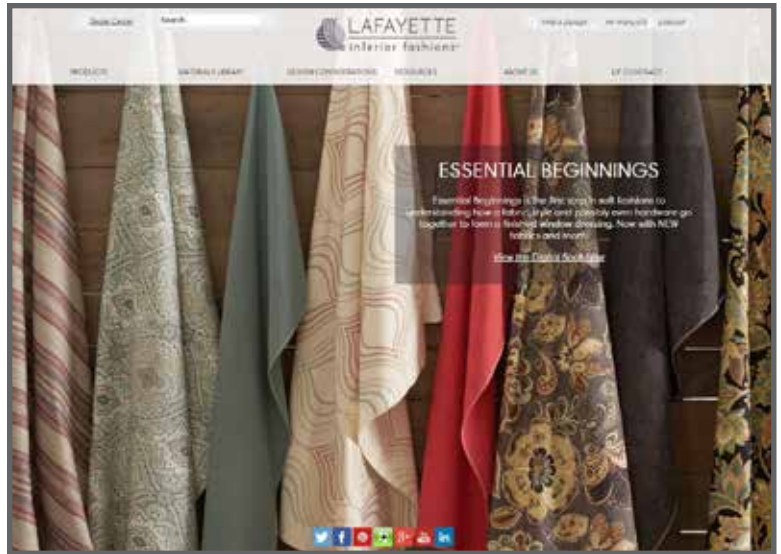
PARTNERS IN BUSINESS - TECHNOLOGY

LAFAYETTE WEB SITE

Our web site, *lafayetteinteriorfashions.com*, can be used as a selling tool and a resource by you. The public web site can be accessed by anyone searching the web; therefore, it has general product information, design considerations and photography for our multitude of products. The Materials Library can be used to help your customers narrow down their selection of Soft Fashions, Shade fabrics and even Trimmings. Or, create your own Digital Story Board using our Wish List feature!

Navigation across the top bar includes:

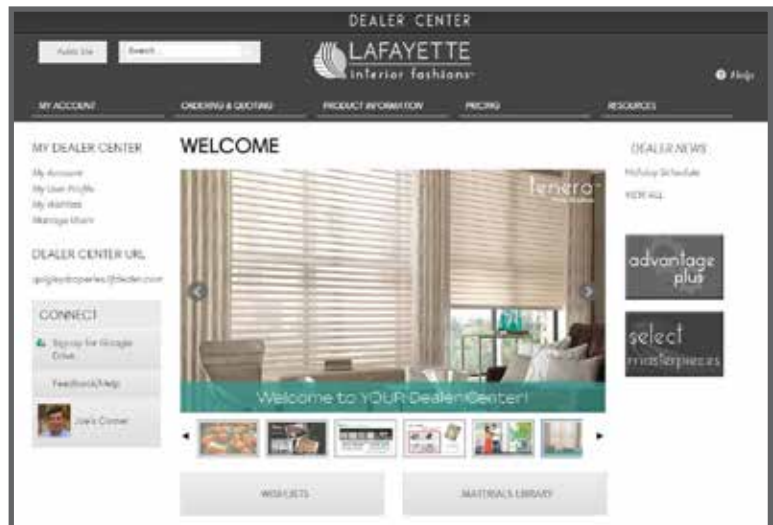
- Products
- Materials Library
- Design Considerations
- Resources
- About Us
- LIF Contract



The *Dealer Center* is a secured site, accessed off the public site, designed specifically for our dealers. The Dealer Center contains Ordering and Quoting tools such as our on-line Custom Product Ordering, Stock Product Ordering, and Specialty Shape Template Ordering. An Account Inquiry function allows you to see your account shipments, invoices, statements and also pay your invoices on-line. Product Information pages include sampling pictures, order forms, brochures and installation instructions. Retail Sales Guides, Soft Fashions Style Guide and even stock price lists are all on-line for your convenience. Other resources include photography, print ready brochures, ad slicks, a video library and an on-line Product Portfolio.

Navigation across the top bar includes:

- My Account
- Ordering & Quoting
- Product Information
- Pricing
- Resources



EMAIL COMMUNICATION

Your email address is also a critical piece of information that is maintained by your Credit Representative. Our marketing group uses email to announce new products, discontinuations, product bulletins, policy changes and holiday hours.

AUTOMATED NOTIFICATIONS

When your account is set up, your Credit Representative will ask if you would like to receive different automated notifications. By providing your email address, you can be notified of several events that occur in our system:

- Truckload Inquiry - List of orders on your next truck
- Order Acknowledgements - Emailed or Faxed to you
- Emailing of Invoices and/or Statements
- Installation Confirmations

PARTNERS IN BUSINESS - POLICIES

Freight

There is a \$4.00 per unit handling fee for all custom products made by Lafayette. Many custom products are delivered on Lafayette Express Delivery trucks. Shipments not made on our trucks are made with standard ground service. Common carrier must be used for oversized products greater than 105". On any expedited delivery including Overnight, 2nd Day, Saturday Delivery and Express Common Carrier, the dealer will be charged the actual freight.

Freight policies vary depending on the product categories:

1. Blinds, Shades and Custom Drapery Rods
 - \$4 per unit handling charge for products delivered on Lafayette truck or carrier of Lafayette's choice
 - \$8 per unit (\$4 handling + \$4 freight) when dealer requests shipping using a carrier of their choice
 - ALL orders that must ship Common Carrier are billed an additional \$100
2. Stock Products
 - FREE FREIGHT when delivered on Lafayette truck
 - Actual Freight on orders under \$500
 - Free Freight on orders over \$500
3. Soft Fashions & Cut Yardage
 - \$4 per unit handling charge for soft fashions & cut yardage delivered on Lafayette truck or carrier of Lafayette's choice
 - \$4 per unit handling charge PLUS actual freight when dealer requests shipping other than the Lafayette truck
 - ALL orders that must ship Common Carrier are billed an additional \$100
 - Crating Fee of \$100 per Headboard for FedEx or Common Carrier
4. Lafayette Shutters
 - \$4 per panel handling charge when delivered on Lafayette truck
 - PLUS – \$5 per panel shipping and handling up to \$100 maximum when product ships other than the Lafayette truck

- Actual freight charges are billed for products fabricated by an outside vendor. These may be delivered by common carrier to our customer or to Lafayette. Examples are contract priced orders and specialty shaped products. Please confirm freight status when requesting these products. We will not know the freight charges until our vendor bills us.
- Please note on all of the above policies COD customers will pay the COD fee plus the COD amount on all non Lafayette Express COD shipments.
- For Hawaii and Alaska: \$25 per unit for blinds, shades, shadings; \$10 per panel for shutters (no maximum);
Actual freight for soft fashions and stock.
- Any ground service or common carrier delivery surcharges (e.g. island) are the responsibility of the dealer.
- Dealer will pay actual freight for drop shipping to non-customer locations.

1/1/2016

Credit

Our standard open terms are, "1.5% 10 days, Net 30."

In our system, "1.5% 10 days" means you can earn a 1.5% payment discount on any invoice paid within 10 business days from the date of the invoice.

The payment discount is not available if paying with a credit card. Also, we no longer recognize discount on payments made from statement date.

"Net 30" means that we anticipate payment 30 days from date of invoice. You will be charged a 1.5% late fee on the unpaid amount of the delinquent invoice.

Your Credit representative can help you if you have any questions regarding terms or payments. You have a variety of payment options available.

Our web site has many options to help you in managing your account or even pay your invoice(s) on-line. For on-line payments, the payment discount is automatically calculated when paid within terms via the ACH payment option.

Two-way communication is key to resolving any issues; therefore, your Credit representative may call you occasionally. Questions and problems are easier to resolve the sooner we talk about them.

SHORTAGES / FREIGHT DAMAGES

Please check all shipments carefully for damage and piece count upon receipt. If a shortage or damage occurs on Lafayette Express, please ask our driver to note the shortage or damage on the delivery manifest.

Shortages should be reported within 30 days of shipping; therefore, we ask that you carefully inspect your package as soon as you receive it. Severely damaged products should be refused, and our Customer Service Department should be called immediately for a pickup authorization. When calling Customer Service, have your account number, invoice number, line number, and description of the product and problem ready. Please have our driver mark the pickup authorization number on the damaged product and return it to us.

Shortages or damages on parcel service or common carrier shipments are your responsibility. If packages are damaged due to the shipment, refuse the damaged package. We will file claims for all refused shipments. If damaged packages are accepted, you should notify the carrier to request an immediate inspection. Keep the package in which the order was shipped. If a partial shipment is in good condition, have the driver sign a copy of the freight bill noting damage or shortage. You are responsible for filing any claims for accepted merchandise. We will not be responsible for shortages of accepted merchandise delivered on parcel service or common carrier.

See the Product Return Packaging Policy for minimum packaging required for products being returned to Lafayette.

PARTNERS IN BUSINESS - POLICIES

PHONE ORDER DISCREPANCY

A telephone discrepancy is the difference between the product you ordered and the product that was read back to you at the time of order entry. If they are different then we will split the cost of that product 50/50, you keep the product. Reorder at full cost will be your responsibility. This type of credit is not available on contract quotes. Call recording is used to determine the error.

The importance of listening when the customer service agent reads back an order cannot be overstated due to the financial and credit issues associated with custom products.

TYPING ERROR PHONE

If the order was given correctly by the customer and read back correctly by the agent, but typed in incorrectly we consider this a typing error phone. Full credit is given, and we may request the product back.

REPAIRS AND REMAKES

Products that do not meet our quality standards will be repaired; if repair is impossible, they will be remade. We will not be responsible for faulty installation, incorrect measurements, incorrect specifications, or alteration by any other party.

Custom Product returns must be made within **30 days of invoice date** and must be authorized in advance by one of our customer service agents. They will ask you the material, color, size, ISM or OSM, any options and the control position (if applicable). If this is related to a warranty repair, they will also ask for the original reference number. Repair or remake of defective product will be done only to the size and color specifications originally ordered. All repair and remake orders are given top priority at Lafayette.

We reserve the right to inspect products prior to repair or remake. We also reserve the right to request that the product be returned back to us before a credit is issued. Non-defective products will be returned to you without credit being issued. We will not be responsible for any unauthorized repair charges from another party. All returned products must be clean and properly packaged when returned (See Return Product Packaging Policy). Damaged or soiled products will be returned to you without credit or repair.

In the package being returned, enclose a description of the problem and requested solution, original invoice number, and pickup number. Mark the problem area of the product with masking tape, if applicable.

RETURNS

Returns of custom products to our facility most likely fall under the Repair category (see Repairs and Remakes). All returns to our facility must follow the Return Product Packaging Policy outlined.

Select Masterpieces Cut Yardage orders greater than 6 yards will be accepted within 60 days of the order date. All returns must be in their original condition to receive a credit, minus a 25% restocking fee.

Stock products, such as drapery hardware, can be returned with a 25% restocking fee within 60 days of order date. Stock products must be returned in their original packaging in order to receive the remaining 75% credit. If the product or packaging is damaged or missing parts, we will issue no credit.

Service, Quality & Delivery - Rev. January 1, 2016

COM RECEIVING POLICY

Lafayette receives numerous packages of COM (customer's own materials) from many different sources each day. In order to process these fabrics efficiently, we must be able to match the appropriate fabric to the proper order to avoid delays or errors.

All COM fabrics sent to Lafayette, regardless of sender, must have the Lafayette reference number or pick-up number clearly marked on the outside of the package. Any package received without the Lafayette reference number on it will be returned to the sender. Our liability limit for COM fabrics shall not exceed the dealer cost of fabric retailing for \$25 per yard or trim retailing for \$8 per yard.

Also, be sure to communicate to us if the fabric is to be railroaded. Indicate the top of the fabric, and mark which side is the face side of the fabric. The more information we have regarding your fabric, the better we are able to manufacture a quality product for you.

RETURN PRODUCT PACKAGING

When product is returned to Lafayette for repair or inspection, it is imperative that the following minimum packaging standards are followed in order to ensure the product is not damaged during shipment. All packages being returned **MUST HAVE** an account number and pickup number clearly written on both the inside and outside of the package.

Soft Fashions:

- Return soft fashions products on hangers. They must be flat folded, seam-to-seam, for best shipping.
- All packages must be sealed to protect the contents from moisture or dirt. Returning the product in its original packaging is always the best option if the package can be re-sealed properly.

Shutters:

- Return shutter products wrapped in kraft paper in a cardboard sleeve. If you do not have the original packaging or cardboard of that size, please contact Customer Service, and a sleeve will be shipped to you on your next truck.
- If the product was shipped in a crate, then it must be bubble wrapped and placed back in the crate.

Blinds and Shades:

- Return blinds and shades wrapped in kraft paper or heavy duty plastic with sufficient padding to protect the internal components and lift systems of the blind or shade.
- Original packaging can be used, provided that it can be sealed sufficiently to protect the blind/shade from moisture or dirt.

Do not return installation hardware, wands, valance clips or any other installer attached parts with product being returned for repair. Please keep the installation hardware provided for re-installation at a later time.

Our drivers have been instructed not to pick up any products that are not wrapped properly. We reserve the right to refuse a pickup at our driver's discretion.

Our ultimate goal is to process your repairs as quickly as we can and cause minimal discomfort for your client. For this to happen, we ask that you make sure the packaging is done as detailed above. Any questionable packaging will be photographed upon arrival at Lafayette, and the dealer will be notified. Packaging received that does not meet specifications could result in credit being denied.

Lafayette Interior Fashions



LAFAYETTE WARRANTY

Lafayette Venetian Blind, Inc. warrants to the original purchaser that its products, properly installed and maintained in the window/door will be free from defect in materials and workmanship from the date of sale to the original purchaser for the period shown below, based upon product type.

Allure Transitional Shades	Lifetime Limited	Most Motorized Systems (excluding batteries)	5 years
Classic Collection Aluminum Blinds	Lifetime Limited	exception: Genesis Auto Wand, EZ Charge	1 year
Discoveries Vertical Blind Louvers and Track	Lifetime Limited	Sheer Visions Fabric	3 years
Fidelis Composite Wood Blinds	Lifetime Limited	Soft Fashions	3 years
Genesis Shades	Lifetime Limited		
Heartland Woods	Lifetime Limited, 3 years Finish		
Manh Truc Woven Shades	Lifetime Limited		
Marquis Shutters	Lifetime Limited		
Parasol Cellular Shades	Lifetime Limited		
Tenera Sheer Shadings	Lifetime Limited		
Wonderwood Faux Wood Blinds	Lifetime Limited		
Woodland Harvest Shutters	Lifetime Limited, 3 years Finish		
Wyndham Shutters	Lifetime Limited		

The obligation of Lafayette Venetian Blind, Inc. and its dealers is limited to repair or replacement of the product or components found to be defective in material or workmanship under normal use when the product is returned to Lafayette Venetian Blind, Inc. at the expense of the original purchaser within the warranty period stated above. Repairs will be made with like or similar parts. Discontinued components or colors will be replaced with closest equivalent current product.

This warranty does NOT include any conditions or damages resulting from accidents, alterations, misuse, abuse, excessive humidity, misapplication, exposure to the elements, fire, flood, or other acts of God, improper maintenance, or failure to follow use, care, or installation instructions. Lafayette Venetian Blind, Inc. will not be liable for trip charges, measuring, disassembly, removal, reassembly or reinstallation of this product, nor for damage or loss to other property. This warranty does not apply to conditions caused by normal wear and tear upon the product. Operational cords on Lafayette products are warranted for 7 years from the date of purchase. All repairs and remakes will conform to current child safety requirements. If the repair or remake is outside the 7 year operational cord warranty then any additional component costs to conform to child safety guidelines are the responsibility of the dealer.

All Lafayette products are guaranteed to have shown no signs of mildew prior to their fabrication. Lafayette is not responsible for the climatic conditions for an installed product. All textiles can lose original color intensity after prolonged exposure to sunlight. Plastic materials may yellow, crack or warp.

The product must be properly installed according to the instructions provided. The product(s) cannot be altered in any way; they must be maintained and cleaned in accordance with instructions provided with the product. The product can only be used in the window/door for which it was originally purchased. Different warranty periods and terms apply for commercial products and installations.

This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. This warranty gives you specific legal rights. You may have other rights which vary from state to state. In some states the exclusion or limitation of incidental or consequential damages may not apply.

To obtain warranty service, contact an authorized Lafayette dealer. The dealer will work with Lafayette Venetian Blind, Inc. to promptly repair or replace any defective parts or components without charge. Warranty claims must be accompanied by proof of purchase.

DISCLAIMER AND LIMITATION OF WARRANTIES AND REMEDIES

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

THE WARRANTIES SET FORTH IN THIS "LAFAYETTE WARRANTY" STATEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH WARRANTIES ARE SPECIFICALLY DISCLAIMED BY LAFAYETTE VENETIAN BLIND, INC.

THE SOLE OBLIGATION OF LAFAYETTE VENETIAN BLIND, INC., AND THE SOLE REMEDY OF ANY ORIGINAL PURCHASER FOR ANY CLAIMED BREACH OF WARRANTY, DEFECT OR NONCONFORMITY OF PRODUCT (REGARDLESS OF THE NATURE OF SUCH CLAIM, AND INCLUDING CLAIMS OF BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, STRICT LIABILITY, AND ALL OTHER CLAIMS) SHALL BE THE ORIGINAL PURCHASER'S RIGHT TO RETURN ANY NONCONFORMING PRODUCT TO LAFAYETTE VENETIAN BLIND, INC., IN EXCHANGE FOR REPAIR OR REPLACEMENT OF SAID PRODUCT IN ACCORDANCE WITH THE LIMITED EXPRESS WARRANTY STATED IN THIS "LAFAYETTE WARRANTY." IN NO EVENT SHALL LAFAYETTE VENETIAN BLIND, INC., BE LIABLE FOR DAMAGES, WHETHER DIRECT, CONSEQUENTIAL OR INCIDENTAL, TO ANY ORIGINAL PURCHASER OR ANY OTHER PARTY, ARISING OUT OF SALE OR USE OF PRODUCTS SOLD BY LAFAYETTE VENETIAN BLIND, INC., WITH THE LIMITED EXPRESS WARRANTIES SET FORTH IN THIS "LAFAYETTE WARRANTY" STATEMENT.

Lafayette will, at our discretion, repair or replace products covered under warranties.

Product warranties DO NOT imply replacement of the product.

Product returned to Lafayette must comply with the Return Product Packaging Policy.

Lafayette will not be responsible for removal charges, reinstallation charges or shipping costs incurred.

Find the on-line Product Registration Form at [www.lafayetteinteriorfashions.com/Resources/Warranty & Registration](http://www.lafayetteinteriorfashions.com/Resources/Warranty%20&%20Registration)

Rev 10/2015

LAFAYETTE PRODUCT COMMON REPAIRS / CONVERSIONS

Base Repair Charge of \$25 per order is added to the estimated product charges (per unit) shown below:

ALLURE TRANSITIONAL SHADES

Control Change - Reverse Control Side	\$15
Cut Down Length - Standard shades	\$15
Cut Down Width - Standard shades	\$25
Other shade types (Sundown, Couplitaire, Modernaire) call for quote	

ALUMINUM BLINDS

Add Accu-Rise	Surcharge plus \$25
Add Cloth Tapes to 2" Metro	Surcharge plus \$25
Add Length - Price Difference	
Control Change	Call for quote
Cut Down Length	\$15
Cut Down Width	N/A
Record / Replace Tilter (>7 years or no original ref #)	\$15
Slat Replacement	Call for quote

GENESIS SHADES

Cut Down Length - Plain Hem Only	\$15
Cut Down Width - Plain Hem	\$15
Cut Down Width - Decorative Hem, Cassette, Fascia	\$25
Cut Down Width - EZ Lift and EZ Pull	\$30
Panel Track - Cut Down Headrail Width	\$20
Panel Track - Cut Down Panel Length	\$10/Panel
Panel Track - Cut Down Panel Width	\$10/Panel
Replace Chain/Clutch (>7 years or no original ref #)	\$15
Reverse Controls - Clutch Shade	\$15
Upgrade to Cassette	Cassette Surcharge
Upgrade to Fascia	Fascia Surcharge

MANH TRUC WOVEN SHADES

Add Achieva Clutch	Surcharge
Add Banding	Surcharge plus \$25
Add Lining to a Shade or Valance	Surcharge plus \$50
Add Wrapped Ends to Headrail	\$15
Convert Std Shade to TDBU	Surcharge plus \$50
Cut Down Length	\$20
Cut Down Width	\$30
Replace Chain/Clutch (>7 years or no original ref #)	\$15
Retrofit to the TLC Child Safe System	Surcharge plus \$50
Panel Drape - Cut Down Headrail Width	\$30
Panel Drape - Cut Down Length	\$30
Panel Track - Cut Down Headrail Width	\$20
Panel Track - Cut Down Panel Length	\$10/Panel or \$15/Panel
Panel Track - Cut Down Panel Width	\$10/Panel or \$15/Panel
Reverse Controls	\$15
Reverse Fabric on the Board	\$20

PARASOL CELLULAR SHADES

Conversion of Lift System	Call for quote
Cut Down Length	\$15
Cut Down Width	\$25
Record Shade (>7 years or no original ref #)	\$15
Reverse Controls	\$15

SOFT FASHIONS

Bedding	Bedspread Cut Down - No Welt	\$100
	Bedspread Cut Down - With Welt	\$150
Cornices	Cut Down Width - Straight Cornice	\$200
	Cut Down Width - Other Styles	Total Remake
	Cut Down Length - All Styles	Total Remake
Draperies	Shorten/Lengthen - Conventional Fabric	\$30/Width
	Shorten/Lengthen - Seamless Fabric	\$1.40/Pltd Inch
	Repleat - Conventional Fabric	\$30/Width
	Repleat - Seamless Fabric	\$1.40/Pltd Inch
Fabric Shades	Cut Down Length - Flat	\$100
	Cut Down Length - Hobbled & Butterfly	\$120
	Cut Down Length - Knife Pleat & Austrian	\$320
	Cut Down Width	No Repair/Total Remake
	Record Shade	\$15
	Retrofit to the TLC Child Safe System	\$75
Sheer Visions	Shorten Sheer - up to 18 louvers	\$30
	Shorten Sheer - up to 33 louvers	\$50
	Headrail - see Vertical Blinds Headrail charges	

TENERA SHEER SHADINGS

Conversion of Lift System	Call for quote
Cut Down Width or Length	\$50
Change Controls	\$15
Record (No original ref #)	\$15

VERTICAL BLINDS

Change Control Positions	\$20
Convert from Chain/Cord to Wand	\$25
Convert from Wand to Chain/Cord	\$25
Cut Down Length - PVC Louvers	\$.50/Louver
Cut Down Length - Cloth Louvers	\$1.00/Louver
Change Draw/Control positions	\$20
Cut Down Width	\$20
Record	\$15
Replace Carriers	\$1.20/Carrier

WOOD BLINDS / FAUX WOOD BLINDS

Add Decorative Tapes	Surcharge plus \$30
Add Length - Price Difference	
Change to cord/wand tilt	\$20
Control Change - Reverse Controls	\$15
Control Change - RR or LL	\$45
Cut Down Length	\$15
Cut Down Width (N/A Accu-Rise)	\$25
Record / Replace Tilter (>7 years or no original ref #)	\$15
Remove Decorative Tapes	\$30
Slat Replacement - Varies by slat type	

The most common repair and modification charges are listed.

For conversions or modifications not listed please contact Lafayette Customer Service for availability and pricing.