

## WARRANTY AND CARE

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### LIMITED LIFETIME WARRANTY

#### OUR OBLIGATION TO YOU:

The manufacturer warrants your Graber Shutters will be free from original defects in materials or workmanship for as long as the original purchaser owns the product. Under the Limited Lifetime Warranty, the obligations of the manufacturer are limited to the repair or replacement of parts or product found to be defective. The manufacturer is not responsible for shipping costs or labor costs for measuring and taking the product down or reinstalling the product. If repairs are made under this warranty, the repairs will be made with like or similar parts.

This warranty does not cover conditions or damages caused by accidents, alterations, misuse or failure to follow instructions for measurement, installation, cleaning or maintenance. In addition, normal wear and tear are not covered by the Limited Lifetime Warranty.

Some wood materials may warp in high humidity areas. The manufacturer considers these things normal wear and tear and are not covered by this warranty.

#### TO RECEIVE WARRANTY SERVICE, PLEASE:

1. Contact our customer service department at (877) 675-0089 and advise them of the nature of the issue. Customer Service will provide you with information as to how to proceed.
2. Please remember, product returned for warranty claims must be accompanied by the original sales receipt as well as written details regarding the nature of the problem, location of the product, etc.
3. If your product is returned, please retain a copy of the shipping information for your records.

THIS LIMITED WARRANTY DOES NOT COVER, AND IS INTENDED TO EXCLUDE, ANY AND ALL LIABILITY ON THE PART OF THE MANUFACTURER, WHETHER UNDER THIS LIMITED WARRANTY OR UNDER ANY WARRANTY IMPLIED BY LAW FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES FOR BREACH HEREOF OR THEREOF, EXCEPT AS EXPRESSLY PROVIDED ABOVE IN THIS LIMITED WARRANTY, THE COMPANY HEREBY NEGATES AND DISCLAIMS ALL EXPRESS WARRANTIES.

Note: Some states do not allow the exclusion or limitation of incidental or consequential damages, so the foregoing limitation or exclusion regarding such damages may not apply to you. Also, this Limited Warranty gives specific legal rights, and you may also have other rights which vary from state to state.

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### ADJUSTING TENSION SYSTEM

The wood shutters that you have purchased include a built-in tension system to allow for adjustments. If you find that your louvers are too loose or are not functioning to your standards, simply follow these instructions. Open the panels fully; on each side of the panel you will find a tension adjustment screw hole. With a small screwdriver, gently turn the screw 1-2 turns (left to loosen, right to tighten the tension) to your desired resistance level on each side of the panel. Repeat this process for each panel if necessary.



For additional Graber products, go to [www.graberblinds.com](http://www.graberblinds.com)

Graber® is a brand of

SPRINGS WINDOW FASHIONS   
the Best Experience Company

Springs Window Fashions  
Middleton, WI

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### COMPOSITE SHUTTERS

Occasional light vacuuming with a brush attachment should keep shutters clean. More severe soiling can be removed by using a soft cloth and a mild detergent and water solution.

If the Composite Shutter comes into contact with certain metals a black mark may result. These black marks can easily be removed with denatured alcohol.

### WOOD SHUTTERS

Occasional light vacuuming with a brush attachment should keep shutters clean. For minor soiled areas, clean with warm water using a clean cotton cloth. Dry with a second clean cotton cloth. For more severe soiling, use a mild detergent diluted to a 5% solution with room temperature water. Clean with a cotton cloth. Wipe area with clear water to remove any detergent residue and dry with cotton cloth.