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**BEST FOR KIDS**

The Window Covering Manufacturers Association (WCMA) has introduced the industry’s first third party certification program designed to help consumers and retailers identify window covering products that are best suited for use in homes with young children. The new Best for Kids program will require that manufacturers who want to be part of the program meet stringent criteria, and submit those appropriate products to Intertek, a third party testing laboratory recognized by WCMA

These products are Certified Best For Kids:

<b>ALUMINUM BLINDS</b>	<b>ROMAN SHADES</b>
<ul style="list-style-type: none"> <li>• Lift &amp; Lock™ Cordless Blinds with Wand Tilt</li> </ul>	<ul style="list-style-type: none"> <li>• Cordless Lift</li> <li>• Motorized Shades</li> </ul>
<b>CELLULAR SHADES</b>	<b>ROLLER &amp; SOLAR SHADES</b>
<ul style="list-style-type: none"> <li>• Cordless Lift (including Top Down Bottom Up)</li> <li>• Lift &amp; Lock™ Cordless</li> <li>• Motorized Shades (not including Top Down bottom Up)</li> <li>• PowerWand™</li> <li>• Cellular Vertical</li> </ul>	<ul style="list-style-type: none"> <li>• Magic Lift Cordless</li> <li>• Spring Cordless</li> <li>• Motorized Shades</li> <li>• PowerWand™</li> </ul>
<b>2" FAUX AND WOOD BLINDS</b>	<b>TWINLIGHT TRANSITIONAL SHADES</b>
<ul style="list-style-type: none"> <li>• Wand Tilt with Cordless Lift or Lift &amp; Lock™ Cordless</li> <li>• Motorized Tilt with Cordless Lift or Lift &amp; Lock™ Cordless</li> </ul>	<ul style="list-style-type: none"> <li>• Motorized Shades</li> <li>• PowerWand™</li> </ul>
<b>2 1/2" FAUX AND WOOD BLINDS</b>	<b>VERTICAL BLINDS</b>
<ul style="list-style-type: none"> <li>• Motorized Tilt with Cordless Lift or Lift Lock™ Cordless</li> </ul>	<ul style="list-style-type: none"> <li>• Wand Control</li> </ul>
<b>PANEL TRACK</b>	<b>WOVEN WOODS</b>
<ul style="list-style-type: none"> <li>• Wand Control</li> </ul>	<ul style="list-style-type: none"> <li>• Cordless Lift</li> <li>• Motorized Shades</li> </ul>
<b>SHADINGS</b>	<b>DYNASTY WOVEN WOODS</b>
<ul style="list-style-type: none"> <li>• Cordless Lift</li> <li>• Motorized Shades</li> <li>• PowerWand™</li> </ul>	<ul style="list-style-type: none"> <li>• Cordless Lift</li> <li>• Motorized Shades</li> </ul>

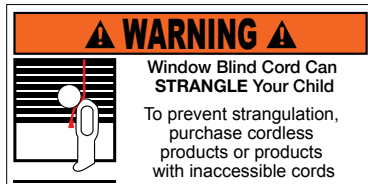




## COMMITTED TO SAFETY

### SAFETY STANDARDS

Please be advised the Window Covering Manufacturing Association (WMCA) announced the new window covering safety standard by the American National Standards Institute (ANSI). This new safety standard, ANSI/WMCA A100.1-2018, requires all products with accessible operating cords which are free hanging (not restrained) to have a default cord length not exceeding 40% of the product height when the shade is fully deployed for maximum privacy. The exception is when a custom length is required to ensure user accessibility.



### CHILD SAFETY IS SERIOUS BUSINESS

That's why the window coverings industry uses warning tags, warning labels, and other methods to communicate the potential hazards of corded window coverings. The warning shown here, for example, communicates the important message about cords being a potential strangulation hazard and suggests choosing cordless alternatives or products with inaccessible cords.

Our window covering products are designed for safety and dependability. Preventing household situations from becoming hazardous is the first step to keeping your child safe. Parents should be aware that it is possible for children to become entangled in window covering cords. To reduce the risk of accidents, all cords should be kept out of the reach of children. Each of our product categories offer a variety of motorized, cordless and corded window treatments allowing you to choose the product that best meets your household needs and preferences.

We encourage you to learn more about window covering safety by visiting the link below.

#### **Important Cord Safety Guidelines:**

[www.windowcoverings.org](http://www.windowcoverings.org) or 1-800-506-4636

The Window Covering Safety Council (WCSC) and the U.S. Consumer Product Safety Commission (CPSC) are urging parents and caregivers to check their window coverings for exposed or dangling cords that can pose a strangulation hazard to infants and young children, and to retrofit or replace them with today's safer products. WCSC and CPSC recommend that only cordless window coverings or those with inaccessible cords be used in homes with young children.

New National Safety Standards Effective December 2018 for all corded blinds and shades.

All standard cord control blinds & shades will come with a default cord length of 1/3 the length of the blind or shade. Our previous default was approximately 50% of the overall length.

- Special length cords available as no charge option but must be specified at time of order
- All corded blinds and shades will come with a cord cleat that must be installed to secure the operating cords
- Any 2-on-1 standard cord lift blinds or shades will ONLY be available with control positions to the outside so that cord cleat devices can be installed.
- 3-on-1 cord control blinds and shades will no longer be available
- All Top Down/Bottom Up corded shades will have a default of 1/3 the length of the shade for the cord operating the bottom rail and the moving middle rail when both rails are in the fully lowered position

#### HORIZONTAL BLINDS

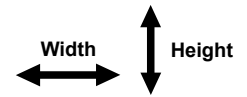
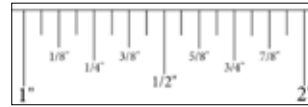
- Wand tilt is the default tilt option. Cord tilt available upon request.
- All horizontal 2" and 2 1/2" blinds less than 36" in length with a cord tilt must specify a custom cord length as the default length of 1/3 will not allow adequate cord for the rotation. We recommend a wand tilt only for these lengths.

#### VERTICAL BLINDS

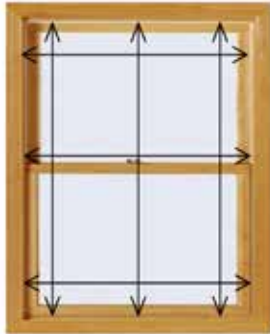
- Wand control is the default option for Vistec Tracks.
- Cord and chain control is optional upon request
- Verticals under 24" in length will only be available as a Vistec wand control

Cordless and Motorized shades are more affordable than ever and we encourage everyone to specify these products to create homes that eliminate strangulation hazards.

Please use a steel tape measure to ensure the proper measurements.  
 Measure to the nearest eighth of an inch (1/8").  
 Measure each window individually even if they look the same.  
 Always measure and record the width first, then height.  
 Reversing the width measurement for the height measurement is the most common ordering mistake.



## Inside Mount (OM)



### STEP 1:

Measure the inside width of the opening width at the top, middle, and bottom of window opening. Use the narrowest measurement when ordering.

**Roller Shades:** Measure the exact width of the opening where the roller shade will be installed, to the nearest, lowest 1/8".

### STEP 2:

Measure height of opening on left, center, and right. In most cases, you will use the largest measurement when ordering, with the exception of Horizontal Shadings and Vertical applications including but not limited to Cellular Verticals, Vertical Blinds, Panel Tracks, and Vertical Sheers. With Horizontal Shadings and Vertical applications, use the shortest measurement.

Wall-to-wall or ceiling-to-floor measurements should be treated as an inside mount measurement.



### EXTRA STEP:

Measure the window on the diagonal. If the two diagonal dimensions are not exactly the same, it may be more appropriate to specify an outside mount shade for optimal light control and privacy. Outside mount is recommended for windows greater than 1/2" out of square. Measure the top of the window opening front to back to verify depth variances.

### Please Note:

Inside mount measurements represent the exact window opening, do not add or subtract from your measurements. The factory will make the necessary deductions to ensure a proper fit.



### MINIMUM DEPTH

You will need this much unobstructed depth, including cranks, handles, locks, etc., to inside mount the window treatment. Depth requirements for all products can be found on pages 6-8.

### FLUSH MOUNT

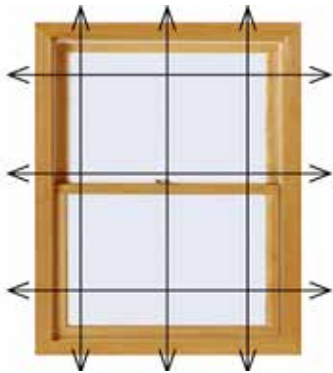
For the face of your treatment to be flush with the wall or window frame, your frame depth must be the same or greater than the Flush Mount depth required.

## Inside Mount (IM)

PRODUCT	IM WIDTH DEDUCTION	IM HEIGHT DEDUCTION	END MOUNT DEDUCTION
Aluminum Blinds	1/2"	None	N/A
Cellular Shades	3/8"	None	1/2"
Cellular Verticals	3/8"	1/2"	N/A
Faux & Wood Blinds	1/2"	None	N/A
Panel Track	1/2"	1/2"	N/A
Roller & Solar Shades	1/8" tip-to-tip	None	N/A
Roman Shades	1/2"	None	N/A
Shadings	1/8" headrail unit	1/8"	11/16"
TwinLight	1/8" headrail unit	None	N/A
Vertical Blinds	1/2"	1/2"	N/A
Woven Wood Shades	1/2"	None	N/A
Dynasty Woven Woods	1/2"	None	N/A

# MEASURE INSTRUCTIONS

## Outside Mount (OM)



### STEP 1:

Measure the width of the area you wish to cover. Measure across the top, center and bottom of the window. Use the largest measurement when ordering. We recommend adding overlap to reduce light leakage around the blind. See Recommended Overlap below.

**Roller Shades:** Finished roller shade sizes are based on tip-to-tip measurements. When ordering an outside mount shade, determine the width you desire the fabric to be and add for the tip-to-tip measurement. See Roller and Solar Shades section for additional information.

### STEP 2:

Decide if the headrail will be installed on or above the window molding. You will need a flat surface area. Measure the height of the area you wish to cover and provide exact dimensions.

### Please Note:

Outside Mount (OM) measurements represent the exact blind size needed. No allowances will be made by the factory.

### MINIMUM MOUNTING SURFACE

You will need this much unobstructed flat space to outside mount the window treatment. OM flat mounting surface requirements can be found on pages 6-8.

## Outside Mount (OM)

PRODUCT	OM WIDTH & HEIGHT DEDUCTION	RECOMMENDED OVERLAP WIDTH	RECOMMENDED OVERLAP HEIGHT
Aluminum Blinds	None	1 1/2"	1 1/2"
Cellular Shades	None	1 1/2"	1 1/2"
Cellular Verticals	None	3"	3"
Faux & Wood Blinds	None	1 1/2"	2"
Panel Track (2 or 3 Channel)	None	3"	2"
Panel Track (4 or 5 Channel)	None	5"	2"
Roller & Solar Shades	None	1 1/2"	2"
Roman Shades	None	1 1/2"	1 1/2"
Shadings	None	2"	2 1/2"
TwinLight	None	2"	3"
Vertical Blinds	None	3"	3"
Woven Wood Shades	None	1 1/2"	1 1/2"
Dynasty Woven Shades	None	1 1/2"	1 1/2"

## Product Stacking Considerations

The chart shows approximately how much of your window area will be covered when your window treatment is fully drawn open. If you feel too much of the window will be covered, consider Outside Mount. If space allows, mounting brackets can be raised higher above the window frame to reduce the area covered by the treatment. Valance treatments such as Cassette Rail System and Fascia conceal the shade when fully raised.

Product stack charts can be found in each product price section.

## Vertical Blinds

A vertical blind consists of louvers that attach to moving carriers inside of the vertical headrail.

The blind height is based on the overall measurement from the top of the headrail to the bottom of the louver.

**EXAMPLE:** Outside mount - ordered height = 84", overall height measures 84".

Inside mount - ordered height = 84", overall height measures 83 1/2". (-1/2" inside deduction)

Louvers will measure less than the ordered height when outside or inside mounted due to an allowance for the height of the headrail.

In addition to the headrail allowance there is a height deduction made for inside mount blinds.

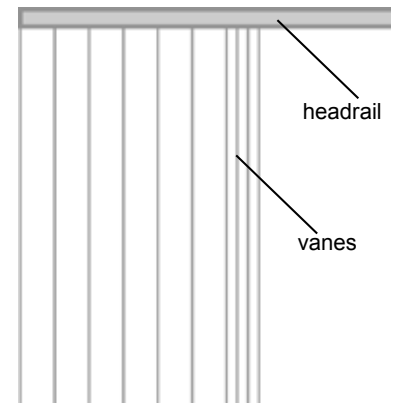
**NOTE:** Louvers only must be ordered using the exact slat length (ESL). It is best to measure an existing louver or you can determine the louver size by subtracting the allowances stated below from an overall blind height measurement.

### VISTEC & VISTEC-WAND HEADRAIL

- Louver length for an inside mount blind will measure 1 3/4" less than total ordered height. (track allowance plus inside mount deduction = 1 3/4")
- Louver length for an outside mount blind will measure 1 1/4" less than total ordered height. (track allowance = 1 1/4")

### VX200 HEADRAIL

- Louver length for an inside mount blind will measure 2 1/4" less than total ordered height. (track allowance plus inside mount deduction = 2 1/4")
- Louver length for an outside mount blind will measure 1 3/4" less than total ordered height. (track allowance = 1 3/4")



## Cellular Verticals

A cellular vertical consists of railroaded cellular fabric that attaches to moving carriers inside of the vertical headrail.

The shade height is based on the overall measurement from the top of the headrail to the bottom of the fabric.

- Side rail and fabric length for an inside mount cellular vertical will measure 2 1/4" less than ordered height.
- Side rail and fabric length for an outside mount cellular vertical will measure 1 5/8" less than ordered height.

## Panel Track

- Panel length for an inside mount panel track will measure 1 1/2" less than ordered height.
- Panel length for an outside mount panel track will measure 1" less than ordered height.

## Illusion Vertical Sheer

An Illusion vertical sheer consists of soft flowing fabric louvers that give the illusion of sheer draperies and attach to moving carriers inside of a vertical headrail.

The vertical height is based on the overall measurement from the top of the headrail to the bottom of the louver.

- Headrail width for an inside mount vertical sheer will measure 1/4" less than ordered width.
- Overall length for an inside mount vertical sheer will measure 1/2" less than ordered height.
- Fabric length for an inside mount vertical sheer will measure 1 3/4" less than ordered height.
- Headrail width for an outside mount vertical sheer will measure the same as the ordered width.
- Overall length for an outside mount vertical sheer will measure the same as the ordered height.
- Fabric length for an outside mount vertical sheer will measure 1 1/4" less than ordered height.

## DEPTH REQUIREMENTS

### Aluminum Blinds

PRODUCT	MINIMUM DEPTH REQUIRED	FLUSH DEPTH REQUIRED	MOUNTING SURFACE REQUIRED (OM)
Basic 1"	7/8"	1 1/4"	5/8"
Traditional 1"	1 3/8"	2 1/4"	1 3/8"
Deluxe 1"	7/8"	1 1/4"	5/8"
Macro 2"	1 1/8"	2 1/4"	1 3/4"

### Cellular Shades

SHADE TYPE	MINIMUM DEPTH REQUIREMENT		FLUSH DEPTH REQUIREMENT		OM MINIMUM MOUNTING SURFACE HEIGHT
	3/8" & 1/2" SINGLE CELL	3/4" SINGLE & DOUBLE CELL	3/8" & 1/2" SINGLE CELL	3/4" SINGLE & DOUBLE CELL	
Arch, Half Arch Angle Cord Control Shades Lift & Lock™ Cordless Privacy View Sheer Pleat Plus (Corded) Top Down/Bottom Up	1"	1 5/8"	1 5/8"	2 3/8"	3/4"
Skylight	1 1/4"	1 5/8"	1 5/8"	2 3/8"	3/4" above + below
Cordless / Cordless TDBU Sheer Pleat Plus (Cordless or Smooth Lift) Smooth Lift Continuous Cord Motorized Shades PowerWand™	3/4"	3/4"	2 1/4"	2 1/4"	3/4"
Simplicity w/ External Battery	1 5/8"	1 5/8"	2 5/8"	2 5/8"	3/4"
Automate™ w/ External Battery	2 1/8"	2 1/8"	3 3/8"	3 3/8"	3/4"

### Cellular Verticals

MINIMUM DEPTH REQUIREMENT	FLUSH DEPTH REQUIREMENT	OM MINIMUM MOUNTING SURFACE HEIGHT
2"	3 5/8"	5/8"

### Faux & Wood Blinds

PRODUCT	HEADRAIL DIMENSIONS	MIN MOUNTING DEPTH REQUIRED	FLUSH MOUNT SPACE REQUIRED	OM SURFACE REQUIRED
2" Blinds	2" x 2 1/4"	1"	3 1/4"	1 3/4"
2 1/2" Blinds	2" x 2 1/4"	1 1/2"	3 3/4"	1 3/4"

### Panel Track

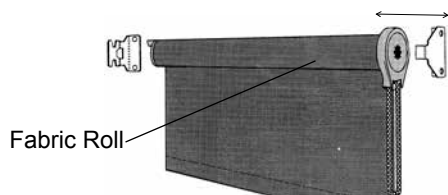
PRODUCT	MINIMUM DEPTH REQUIRED	FLUSH DEPTH	(NO VALANCE) OM MIN MOUNTING SURFACE
2 Panel or 4 Panel — Split	1 1/2"	1 1/2"	1 3/4"
3 Panel or 6 Panel — Split	2 1/4"	2 1/4"	1 3/4"
4 Panel or 8 Panel — Split	2 1/4"	2 7/8"	1 3/4"
5 Panel or 10 Panel — Split	2 3/4"	3 5/8"	1 3/4"

Roller Shades

SHADE WIDTH	SHADE HEIGHT	MIN DEPTH	INSIDE FLUSH MOUNT	OUTSIDE SURFACE
<b>Cordless (Spring) Roller Shades</b>				
up to 72"	up to 120"	1 1/2"	up to 3" (varies by pattern)	2"
<b>Magic Lift Roller Shades</b>				
up to 96"	up to 96"	1 5/8"	up to 3" (varies by pattern)	2"
<b>Clutch Roller Shades (open roll)</b>				
up to 72"	up to 120"	1/2" back or side 1 1/2" top or ceiling	2 1/2"	1 5/8"
72" to 108"	up to 120"	5/8" back or side 1 1/2" top or ceiling	3"	2 1/2"
108" to 132"	up to 120"	5/8" back or side 2 1/2" top or ceiling	3"	2 1/2"
132" to 144"	up to 120"	5/8" back or side 2 1/2" top or ceiling	4"	2 1/2"
<b>Twin Pull Shades (open roll)</b>				
up to 108"	up to 120"	1/2"	2 1/2"	1 5/8"
<b>Shades with Cassette Rails</b>				
Cassette 100		1 1/8"	3 7/8"	1 1/2"
Cassette 120		1 1/4"	4 1/4"	2 3/8"
Coulisse® Semi-open Cassette		1 1/4"	4"	2 3/4"
Square Cassette		1 7/8"	4 1/8"	2 1/4"
<b>Shades with Fascia</b>				
3" Curved or Square Fascia		7/8"	3 3/4"	3 1/8"
4" Curved or Square Fascia		7/8"	4 7/8"	4 1/8"
5" Square Fascia		4"	5 1/4"	4"
Square Corner Valance		2"	3 1/4" - up to 132" wide 4 1/4" - 132" to 144" wide (3" roller)	1 1/2"
<b>Dual Shade with Vertical or Universal Bracket (Coulisse)</b>				
up to 108" Deco fabrics up to 96" Solar fabrics	up to 108" Deco fabrics up to 108" Solar fabrics	3/4"	3 3/4" vertical bracket 5" universal bracket	2" vertical bracket 1 1/2" universal bracket
<b>Dual Shade with 5" Fascia (Skyline System)</b>				
up to 132"	up to 120"	4"	5 1/4"	4"

Motorized Shades (open Roll)

MOTOR	ROLLER SIZE	MIN DEPTH	FLAT MOUNTING SURFACE
Simplicity Automate™ 1.1	1 1/4" - 1 1/2"	3/4"	3/4"
Automate™ Q2.0	2"	3/4"	3/4"
Automate™ Q3.0 Automate™ Q10 / Q10 AC	2 1/2" - 3 1/4"	1 1/4"	1 3/8"



\*Flush mount measure is taken from the back of the bracket to the front edge of the clutch mechanism. The fabric roll, in most cases, will not exceed this depth.

## DEPTH REQUIREMENTS

### Horizontal Shadings

PRODUCT	MIN DEPTH REQUIRED	FLUSH DEPTH REQUIRED	MIN REAR FABRIC CLEARANCE	MIN MOUNTING SURFACE HEIGHT	END MOUNT DEPTH REQUIRED
Premise	1 1/2"	3 3/4"	1/8"	3 1/8"	N/A
Principal	1"	3 3/8"	1/8"	1"	1 1/4"

### Illusion — Vertical Sheer

PRODUCT	MIN DEPTH REQUIRED	MIN DEPTH REQUIRED FOR FLUSH MOUNT	MOUNTING SURFACE REQUIRED
Vertical Sheer	3 3/4"	4" track 7" fabric	1 1/8"

### TwinLight Shades

PRODUCT	MIN DEPTH REQUIRED INSIDE MOUNT	MIN DEPTH REQUIRED FLUSH MOUNT	OM MINIMUM MOUNTING SURFACE
Cassette 100	1 1/8"	3 7/8"	1 1/2"
Cassette 120	1 1/4"	4 1/4"	2 3/8"
Coulisse Semi-Open Cassette	1 1/4"	4"	2 3/4"
Square Cassette	1 7/8"	4 1/8"	2 1/4"

### Vertical Blinds

MIN DEPTH REQUIRED	MIN DEPTH REQUIRED	MIN DEPTH REQUIRED	MIN DEPTH	MIN FLUSH REQUIREMENT	MIN FLUSH REQUIREMENT	MIN FLUSH REQUIREMENT	MOUNTING SURFACE REQUIRED
Inside Mount No Valance	Inside Mount Square/Round Corner Valance	Inside Mount Deluxe Valance	Flush Vane Mount	Square or Round Corner Valance	Deluxe Valance	Fauxwood Valance	Outside Mount
2"	2"	3"	3 3/4"	4 1/2"	4 5/8"	4 1/2"	1 3/4"

### Roman Shades

PRODUCT	MIN DEPTH REQUIRED INSIDE MOUNT	MIN DEPTH REQUIRED FLUSH MOUNT	OM MINIMUM MOUNTING SURFACE
Standard	1"	2"	1 1/4"
Motorized / Continuous cord loop / Cordless	1 1/2"	3"	1 3/4"

### Woven Woods

PRODUCT	MIN DEPTH REQUIRED FOR INSIDE MOUNT	MIN DEPTH REQUIRED FOR FLUSH MOUNT	MIN DEPTH REQUIRED FOR INSIDE MOUNT ARCH
Standard	1"	2"	1 1/2"
Motorized / Continuous cord loop / Cordless	1 1/2"	3"	n/a

### Dynasty Woven Woods

PRODUCT	HEADRAIL DIMENSIONS		MIN DEPTH REQUIRED FOR INSIDE MOUNT	MIN DEPTH REQUIRED FOR FLUSH MOUNT	MIN DEPTH REQUIRED FOR OUTSIDE MOUNT
	Depth	Height			
Standard Headrail (Std Cord, TDBU, Cordless, & Motorization)	1 1/2"	3/4"	1 1/2"	3"	2" of Flat Surface
Loop Control & Dual Shade Headrail	2 1/2"	3/4"	2 1/2"	3 1/2"	



## Ordering Process

All verbal, faxed, e-mail and OSC orders are accepted as the dealer's responsibility.

We are always happy to receive your order, whether it be placed by phone or fax. Phone orders are recorded to help ensure accuracy, however it is important to know that the customer is responsible for the accuracy of the order.

Fax orders received after 12:00pm EST are entered the next day. Orders placed over the weekend will be entered on Monday. Fax orders that are missing information will be placed on hold until the issue can be resolved.

Vista cannot be responsible for duplicated orders caused by a telephone and/or fax order being followed by a duplicate order which has not been clearly marked "Do Not Duplicate"

OSC orders provide more than just a means to place orders. It is also an essential business management tool.

**All orders receive an order confirmation sent for verification purposes. Please review for accuracy upon receipt.**

## Quote Summary vs Order Summary

When a quote is placed, a "quote summary" is sent via email (Example A).

When the quote is turned into an order, an "order summary" is sent (Example B).

**Until you receive an "order summary" - the order has NOT been entered for production.**

Please help us ensure your orders are actually placed by looking for your order summary confirmation.

### Example A

Sales Order 94258		<b>QUOTE - DETAIL</b>		01/22/2020
<b>HOME CENTERS</b> 8801 CORPORATE SQUARE CT JACKSONVILLE, FL 32216 Phone: (904) 725-2242 Fax:		Date Ordered: 01/22/2020 Est Ship Date: 01/27/2020 Salesperson: ACCOUNTS, HOUSE Customer PO: QUOTE V ORDER Sidemark: QUOTE V ORDER	Ship Via: JAX CUSTOMER PICKUP Terms: DEPOSIT Placed By:	
<b>SOLD TO: SAM00</b> SAMPLE BLINDS ACCOUNT 8801 CORPORATE SQUARE CT		<b>SHIP TO:</b> SAMPLE BLINDS ACCOUNT Contact:		

### Example B

Sales Order 94258		<b>ORDER CONFIRMATION</b>		01/22/2020																		
<b>HOME CENTERS</b> 8801 CORPORATE SQUARE CT JACKSONVILLE, FL 32216 Phone: (904) 725-2242 Fax:		<table border="1"> <tr><td>Date Ordered</td><td>01/22/2020</td></tr> <tr><td>Est Ship Date</td><td>01/27/2020</td></tr> <tr><td>Salesperson</td><td>ACCOUNTS, HOUSE</td></tr> <tr><td>PO Number</td><td>QUOTE V ORDER</td></tr> <tr><td>Sidemark</td><td>QUOTE V ORDER</td></tr> <tr><td>Ship Via</td><td>JAX CUSTOMER PICKUP</td></tr> <tr><td>Terms</td><td>DEPOSIT</td></tr> <tr><td>Square Feet</td><td>0.000000</td></tr> <tr><td>Entered By</td><td></td></tr> </table>			Date Ordered	01/22/2020	Est Ship Date	01/27/2020	Salesperson	ACCOUNTS, HOUSE	PO Number	QUOTE V ORDER	Sidemark	QUOTE V ORDER	Ship Via	JAX CUSTOMER PICKUP	Terms	DEPOSIT	Square Feet	0.000000	Entered By	
Date Ordered	01/22/2020																					
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PO Number	QUOTE V ORDER																					
Sidemark	QUOTE V ORDER																					
Ship Via	JAX CUSTOMER PICKUP																					
Terms	DEPOSIT																					
Square Feet	0.000000																					
Entered By																						
<b>SOLD TO: SAM00</b> SAMPLE BLINDS ACCOUNT 8801 CORPORATE SQUARE CT		<b>SHIP TO:</b> SAMPLE BLINDS ACCOUNT Contact:																				

## Online Service Center (OSC)

Key highlights of the new Online Service Center include:

- Available 24/7 to place orders, check status, and find tracking info.
- Simpler navigation for placing orders with drop down lists
- Access cost factors
- Make payments on your account and maintain credit card information
- Get copies of invoices or statements
- Set margins or mark-ups by product line and give your customers quick and easy price comparison of different selling scenarios
- **Orders placed online generally complete 1 day sooner than orders placed by phone, fax or e-mail!**
- Look for special promotions available exclusively online

# TERMS and CONDITIONS

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## Order Completion Dates

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All orders are assigned an estimated completion date at the time of order. This is automatically calculated based on current production schedule and may be subject to change. Please note any orders held for credit review will see an additional delay in completion dates.

## Product Specification Changes

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Although we attempt to notify customers in advance of any product specification changes, the product information contained in Pricing & Reference Guide are subject to change without notice.

## Backorders

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From time to time our suppliers are unable to ship the necessary materials or provide specific ship dates of these materials to fill your order. We will provide backorder notification as quickly as possible so you can re-select or notify your customer of any delays.

## Color Matching

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To ensure color matching, all blinds or shades must be ordered at the same time. This will eliminate possible dyelot variations.

## Changes and Cancellations

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Our products are custom made to your specifications and may not be cancelled if the order is in the process of fabrication. If changes or cancellation are required, please contact Customer Service immediately. They will advise if the order can be changed or cancelled.

## Missing Parts

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In the event you have missing or damaged parts, please order using parts item # found on schematic drawings in each price section. This will ensure we provide the correct item needed.

## CARE AND CLEANING

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Due to the differences in ultrasonic cleaning methods, we cannot recommend this method of cleaning. Do NOT use strong detergents or spot removers. Dry cleaning is not recommended and is not covered by the warranty. Do NOT fully immerse blinds or shades. Most fabrics are inherently anti-static and repel dust. Periodic feather dusting or vacuuming with a soft brush attachment and low suction will keep your shades clean and fresh. Spills or stains can be lightly blotted with a damp cloth and water. Take care not to crease the fabric.

### **CELLULAR SHADES**

Vacuum in a sweeping motion side-to-side parallel with the cells.

### **CLASSIC ROMAN SHADES, ROLLER SHADES, AND PANEL TRACKS**

Solar screen fabrics may be cleaned using a mild detergent. Allow fabric to dry completely before raising the shade.

### **FAUXWOOD AND WOOD BLINDS**

A mild detergent and water solution can be used on Fauxwood blinds and painted Wood blinds. Stained blinds can be treated with a mild wood preservative.

### **VERTICAL BLINDS**

Vinyl louvers can be wiped clean with a mild solution of soapy water. To prevent static, vinyl louvers can be wiped down with an anti-static sheet like a dryer sheet.

### **ILLUSION VERTICAL SHEER**

Fabric may be hand washed in lukewarm water with a small amount of mild detergent. Do Not fully immerse the top header fabric in water and Do Not wet the plastic hangers. Wash dark colors separate from light colors. Dip dry by hanging vertically on a drying line. Cool iron or steam, if necessary.

## Remakes and Return Authorizations

Should you experience a problem with any product, please call Customer Service.

**No-charge remakes will be processed due to factory error, product quality, or shipping damage issues.**

All no-charge remakes are entered under your account, you will find them in your account history. You will receive an order confirmation and a shipping notice and you will be able to check status on the remake order via our online service center.

No-charge remake orders can be initiated with anyone in customer service; it is not necessary to reach the RMA department although they may follow up with additional questions to ensure we are solving the issue.

*You can help speed up the remake process by supplying pictures of quality issues or damage.* Our goal is to prevent repeating the error and a good picture will tell us what the issue is and eliminate the need for blinds to be returned.

In certain instances, a new order will be placed and an RA number will be assigned. You will be invoiced for the replacement order, and a credit will be issued upon return and inspection of the product. We will send return labels if required. Product must be returned within 30 days to avoid any further charges. Please be sure that any blinds returned to Vista Products are properly packaged to prevent soiling or damage while in transit.

Damage incurred during shipping must be reported within 30 days or credit will be denied.

## Return Shipment Guidelines | **Must contact Customer Service for Authorization number and Repair Label**

### STEP 1: CLEAN PRODUCT TO RETURN FOR REPAIR

Do not send brackets, keep them installed, or any separate valances for horizontal blinds, vertical blinds, or roller shades.

**Blinds or shades soiled with hazardous materials will be refused and returned, at your expense, with no repairs made.**

Hazardous materials include mold, animal/human waste/debris, nicotine tar, or other toxic chemicals. If the product is simply dusty, please use a feather duster or vacuum upholstery brush.

### STEP 2: USE A CORRUGATED BOX TO RETURN ALL PRODUCTS

Choose a box size and strength suitable for the contents you are shipping. If the original box is not available, you may consider having your product boxed at a local packaging store. **IMPORTANT! Box cannot exceed 100" in length and 12" x 12" in girth.**

Do not over pack your box with too many blinds. If you reuse the box make sure it is free of holes and damages. Remove old shipping labels and use packing material to fill unused spaces in the box.

### STEP 3: PROPERLY PROTECT THE PRODUCT BEING RETURNED

Use bubble wrap to protect each item, **wrap separately**. Newspaper or colored paper should not be used as they will soil the product. Raise the blind or shade if possible and secure the cords with a rubber band. Do not wrap the cords around the product as this will damage the product. If the blind or shade cannot be raised and secure with cordlock - please contact customer service for instructions.

### STEP 4: SECURELY FASTEN REPAIR LABEL WITH ORDER NUMBER TO THE BOX

Take box to local shipping store of your choice.

For any questions or concerns, please contact customer service.

## Freight Damage

### INSPECT IMMEDIATELY! Before signing for Merchandise

**Visible Damage: Please receive the shipment but note damages on the freight bill.**

It is recommended that you receive the shipment as opposed to refusing it. It is YOUR responsibility to note the damage on all copies of freight bill. Freight Bill must be signed by both the driver and consignee.

### **Concealed Damage:**

- 1) Keep carton and Packaging Materials
- 2) Call carrier within 7 days of delivery & request inspection
- 3) Do not remove from premises before inspection is made
- 4) Retain copy of inspection report

## Freight Policy

Vista ships product within the continental states. You will be charged a shipping & handling surcharge per blind/shade delivered on our trucks or shipped by commercial carriers within the continental USA. Shipments to Alaska & Hawaii will incur additional freight charges.

In addition to the per blind shipping & handling fee, there will be a net common carrier charge on any shipment containing blinds and/or valances exceeding 96" in width and/or length for cellular verticals, roller shades, and PVC vertical blinds.

Customers must provide a Freight Forwarder within the continental US for shipment destinations outside the US.

Vista cannot ship directly to customers located outside the US.

All Marketing Materials & Samples ship FOB from Jacksonville, FL

Expedited shipping is available within the 48 contiguous states.

Next Day Air service: \$30 per blind/shade / 2nd Day Air service: \$25 per blind/shade / 3rd Day Air service: \$20 per blind/shade.

# WARRANTY

Aluminum Blinds .....	Lifetime Limited Warranty
Cellular Shades .....	Lifetime Limited Warranty
Faux & Wood Blinds .....	Lifetime Limited Warranty
Panel Track .....	Lifetime Limited Warranty
Roller & Solar Shades .....	Lifetime Limited Warranty
Roman Shades .....	Lifetime Limited Warranty
Shadings .....	Lifetime Limited Warranty
Illusion Vertical Sheer .....	Lifetime Limited Warranty
TwinLight Shades .....	Lifetime Limited Warranty
Vertical Blinds .....	Lifetime Limited Warranty
Woven Wood Shades .....	3 Year Limited Warranty
Dynasty Woven Wood Shades .....	3 Year Limited Warranty
Motors.....	5 Year Limited Warranty

Written warranties are included with each order.

January 2012

## LIFETIME LIMITED WARRANTY

96-2098-05

Vista Products, Inc. at our discretion, will repair or replace, any part of our custom made window coverings of the following types- ALUMINUM, WOOD, or FAUXWOOD HORIZONTAL; ROLLER, ROMAN, PLEATED or CELLULAR SHADES; WOVEN WOOD (NATURAL) SHADES, VERTICAL BLINDS, PANEL TRACKS (herein called "blinds") found to be defective as a result of faulty workmanship or materials for as long as the original retail purchaser owns the blind (unless a shorter period is provided below). Repairs and/or replacements will be made with like or similar parts or products. This Warranty does not apply to any blind or parts thereof, which fail due to:

- accident
- alteration
- abuse or neglect
- improper care
- **normal wear and tear**
- discoloration due to sunlight or passage of time
- direct exposure to: moisture, salt air, corrosive materials
- warpage due to high humidity or excessive heat
- failure to follow proper instructions for measuring, installing, or operating the blind

Some wrinkling or puckering is inherent to textile products and should be considered normal, acceptable quality. Natural products including Wood and Woven Wood (Natural Shade) materials have a tendency to warp when exposed to the elements. We consider this normal wear and tear, and therefore not covered under this warranty.

Consumers should be aware that colors vary from dye lot to dye lot and may not match sample swatches or colors from previous purchases. In the event, there are multiple blinds in the same room, only the defective blind will be repaired or replaced.

This Warranty is limited to blinds installed in residential dwellings and only those blinds manufactured by Vista Products, Inc. Different warranty periods and terms apply for commercial applications.

FOR WARRANTY SERVICE, YOU MUST SHIP OR DELIVER THE BLIND(S) TO VISTA PRODUCTS, INC AT THE ADDRESS PROVIDED BELOW. You will bear the cost of shipping/delivering the blind(s) to Vista Products and return shipment or delivery to you. Vista Products is not responsible for costs associated with taking down or reinstalling the product. If you have questions about our Warranty, please contact us at the address set forth below.

Vista Products, Inc will not have any liability for defective blinds other than repair or replacement provided for in this Warranty, which is your sole remedy under this Warranty.

**Note:** In no event shall Vista Products be liable or responsible for incidental or consequential damages or for any other indirect loss, damage, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Vista Products, Inc. • 8801 Corporate Square Court • Jacksonville, FL 32216



Warranty Guidelines	
Product/Component	Period of Coverage
All moving parts, rails, components	Limited Lifetime
All fabric, vinyl, wood, and fauxwood materials	5 Years
All woven wood materials	3 Years
All cords, ladders, and tapes	3 Years
<b>Motorization</b>	
Motors	5 Years
Remote Control, Switches, Etc	90 Days

## Additional Information

- Normal wear and tear is the expected decline in the condition of a blind/shade due to **normal** everyday use, not caused by abuse or neglect. All moving parts, such as cords (internal and external), will eventually wear out and fabric may fray.
- Cellular Shades should be raised regularly for cells to retain their best memory. Loss of pleating is not covered by the warranty if shades are not being cycled regularly.
- Discontinued components or color selections will be replaced with the closest equivalent current product.
- Loose fibers may appear on material edges from time to time. This is normal and does not affect the overall integrity of the shade. Simply trim off the loose fibers with a pair of sharp scissors. Do NOT pull threads.
- Roller Shade material edges may curl inward (hourglass). This is especially noticeable on long narrow shades.