

Warranty

We warrant our shutters to be free from defects in materials or workmanship for as long as the original purchaser owns the shutters. Provided that such products were properly installed; and such products were made or assembled exclusively from original materials and components. Any resale or other transfer of the product and/or materials voids this warranty.

Sussex[®] Shutters and Normandy[®] Shutters come with a 3-year limited warranty on color fastness of paints. Sussex[®] stained shutters (except for “washed” colors) have a 3-year limited warranty on color fastness of stained and stained look products. Although “washed” colors are not typically warranted in the shutter industry, we will warrant the color fastness of the “washed” colors for 1 year. Washed colors are Sussex[®] color codes 100 to 109. Woodlore[®] solid color shutters have a lifetime limited warranty on color fastness.

We warrant the workmanship of the Natural Expression™ shutters but we do not warrant against the possible warping, bowing, twisting, chipping or discoloration of the natural woven insert.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Norman International[®] be liable for incidental or consequential damages, or for the expenses associated with such damages. Repair or remake of defective products is the sole remedy under this warranty and in no event shall Norman International[®] be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar parts. This warranty does not include shipping charges, costs of labor for measuring, installation, or trip charges.

This warranty does not cover any condition of or damage to the shutter or window, from unauthorized repairs, accidents, alterations, misuse, abuse, act of God, motorized devices, daily wear and tear or failure to follow the NIC instructions with respect to measurement, installation, cleaning or maintenance. Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty. This warranty excludes all liability for removal of the shutter and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to manufacturing, natural variations in color, grain and texture in products, Norman International[®] is not able to guarantee exact matches on subsequent orders. Returns cannot be authorized due to these normal variations.

All other warranties, both expressed and implied, are explicitly disclaimed. This warranty excludes all liability for consequential or incidental damages for any cause whatsoever.

All other rights are governed by the state law in which the shutters were purchased, and may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state.