

THE HOMEOWNER'S TRANSFERABLE LIMITED WARRANTY™

Validation: Homeowners must complete a brief questionnaire (see below) to validate the Homeowner's Transferable Limited Warranty™. The O'Hair Customs™ dealer from whom you received this information participates (via the questionnaire) in the Homeowner Rated™ program and is identified by displaying the "HR" emblem.



Defect Coverage: O'Hair Shutters, Ltd. will arrange at no charge, for repair or replacement of components or panels installed by an authorized dealer for defects determined by O'Hair Shutters, Ltd. to be manufacturing defects in the original millwork of the interior shutter panels. In the event of a product design change, replacements may be made using a later design. Defects in the paint or stain finish (i.e. premature fading) may require re-finishing that is chargeable to the homeowner on a pro-rata basis (see Limitations section below). Please note that a slight color shift due to sun exposure is considered normal wear, not a defect.

Damage Coverage: O'Hair Shutters, Ltd. will supply at no charge, unfinished, uninstalled components to repair shutters with wood damage* determined by O'Hair Shutters, Ltd. to be minor damage (i.e. from pets, children, and other sources). The cost of finishing and installation of repair components is determined by your O'Hair Customs™ dealer. In the event of a product design change, repairs may be made using components of a later design.

*Damage to the paint or stain finish (i.e. abrasions, slight dents, etc.) is not considered wood damage.

Limitations: Warranty coverage is limited to 10 years on paint finishes and 5 years on stain finishes. Should a finish fail prematurely, re-finishing costs will be charged on a pro-rata basis (i.e. if paint finish only lasts 7 years, O'Hair pays 3/10^{ths} of re-finishing costs). This limited warranty does not cover shutters installed on exterior locations or commercial properties, nor does it cover normal wear typical to residential applications, nor does it cover panels that have been removed, modified, and/or reinstalled by anyone other than the original dealer or other O'Hair Customs™ dealer. This limited warranty is in lieu of all other obligations, liabilities or warranties implied or expressed. In no event shall O'Hair Shutters, Ltd. be liable or responsible for incidental or consequential damage, loss, cost, or expense, whether direct or indirect, resulting from product defects covered by this warranty.

Transfer: This limited warranty is transferable to each owner of the home where the panels were originally installed for the life of the home or the life of O'Hair Shutters, Ltd., whichever ends first. For warranty transfer, the previous owner must register the new owner at www.ohair.com or call **800-582-2625**.

Service: To obtain warranty service, contact your O'Hair Customs™ dealer. If you need assistance in contacting your dealer, visit us at www.ohair.com or call **800-582-2625**.



O'Hair Shutters, Ltd. PO Box 2764 Lubbock, TX 79408

Toll Free: **1.800.582.2625**

Fax: **1.888.765.7140**

www.ohair.com

**THE HOMEOWNER'S TRANSFERABLE
LIMITED WARRANTY™ QUESTIONNAIRE**

The following questions are used to certify the customer satisfaction rating of your O'Hair dealer. No personal information will be shared with anyone other than your O'Hair dealer.

Concerning your shutter purchase, please tell us, as a percentage from 0% to 100%, how satisfied you are with...

The professionalism of dealer's sales people (i.e. courtesy, knowledge)	_____ %
The promptness of the installation (installed when promised?)	_____ %
The professionalism of the installer (courtesy, neatness, etc.)	_____ %
The proper fit of the installation (panel layout, rail alignment, accuracy, etc.)	_____ %
The operation of the shutters (i.e. panel folding/closing, tilting of louvers, etc.)	_____ %
The quality of the finish (smoothness, color accuracy, proper sheen)	_____ %
Would you buy from this dealer again and/or recommend them to a friend?	_____ %

Yes No

T H E HOMEOWNER'S TRANSFERABLE LIMITED WARRANTY™



“complete a brief questionnaire to validate the Homeowner's Transferable Limited Warranty”

See complete warranty (reverse side) for details.

The O'Hair Customs™ dealer from whom you received this information participates (via the questionnaire) in the “Homeowner Rated” Program. This program insures that your dealer's customer satisfaction rating is substantiated by discerning homeowners like yourself.



“O'Hair Shutters, Ltd. will arrange at no charge, for repair or replacement of components or panels...”

See complete warranty (reverse side) for details.

In the unlikely event of a millwork defect in any of your shutter panels, rest assured that O'Hair Shutters, Ltd. stands behind its products and the dealers who participate in this warranty program.



“O'Hair Shutters, Ltd. will supply at no charge, unfinished, uninstalled components to repair shutters with...minor damage (i.e. from pets, children, and other sources).”

See complete warranty (reverse side) for details.

At O'Hair Shutters, Ltd. we understand that accidents happen. Allow your O'Hair Customs™ dealer to professionally repair accidental shutter damage. O'Hair Shutters, Ltd. will promptly supply your dealer with the components necessary to properly restore your shutters. The best advertisement for our product is to have it beautifully displayed in your home.



“Should a finish fail prematurely, refinishing costs will be charged on a pro-rata basis.”

See complete warranty (reverse side) for details.

O'Hair Customs™ are finished with the highest quality paints and stains available and are warranted for 10 years on paint finishes and 5 years on stain finishes. Should a finish fail prematurely, re-finishing costs will be charged on a pro-rata basis.



“transferable to each owner...”

See complete warranty (reverse side) for details.

Shutter panels from O'Hair add value to the appraisal of your home. If you decide to sell your home, your shutter warranty is transferable, protecting that value and supporting your asking price.

“for the life of the home or the life of O'Hair Shutters, Ltd...”



View of manufacturing plant from lumber stack yard.

See complete warranty (reverse side) for details.

The O'Hair family has produced quality window treatments since 1939. Three generations later the “family business” has grown into a highly capable organization operating from a state-of-the-art forty-acre facility. O'Hair Shutters, Ltd. has built a solid reputation for delivering quality products and customer service insuring the company's future for generations to come.



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