



Replacement Parts Warranty Claim Process

Purpose

This policy outlines the required process for evaluating, documenting, and submitting warranty claims for replacement parts. This policy applies to all mechanical and electrical components including, but not limited to:

- Motors
- Remote controls
- Wind and sun sensors
- Wall switches
- Smart home devices
- Gearboxes
- Cranks
- Brackets
- Idlers
- Bearings
- End caps
- Rollers
- Mechanical operating components

Note: Fabric warranty claims are handled under a separate warranty process and are not covered by this policy.

Step 1 – Service Evaluation

Before any warranty claim is submitted, an All Pro Shade Concepts technician must perform a complete inspection of the system.

The technician will:

- Verify the reported issue.
- Test all electrical and mechanical components.
- Inspect wiring and power supply.
- Confirm proper installation.
- Check programming and limit settings.
- Inspect for signs of misuse, abuse, neglect, impact damage, weather damage, or unauthorized modifications.
- Determine whether the issue appears to be a manufacturing defect or another cause.

No replacement parts will be ordered until the evaluation has been completed.

Step 2 – Documentation Requirements

The following documentation is required before a warranty claim can be submitted to the manufacturer:

- Photos of the complete product.
- Close-up photos of the failed component.
- Photos of the installation.
- Photos of serial numbers and product labels.
- Video showing the issue or failure.
- Video demonstrating troubleshooting and testing.
- Technician service notes.
- Customer information.
- Original installation date.
- Service date.
- Product model information.

Incomplete documentation may delay or prevent warranty approval.

Step 3 – Manufacturer Review

All warranty claims are reviewed by the product manufacturer.

The manufacturer may:

- Request additional photos or videos.
- Request additional troubleshooting.
- Deny the claim.

- Approve replacement of the defective component only.

Warranty approval is solely at the manufacturer's discretion.

Step 4 – Replacement Parts

If approved:

- Only the defective component will be replaced unless otherwise authorized by the manufacturer.
- Replacement parts are subject to manufacturer availability.
- Shipping delays and backorders are outside the control of All Pro Shade Concepts LLC.
- Replacement parts may be new, updated, or equivalent replacement models.

Step 5 – Labor

Unless otherwise covered by the original product warranty or a purchased service agreement:

- Diagnostic charges may apply.
- Service call fees may apply.
- Labor to remove and reinstall warranty parts may not be covered by the manufacturer.
- Customers are responsible for all non-covered labor, travel, and additional service charges.

Warranty Exclusions

Warranty coverage does not apply to failures resulting from:

- Improper operation
- Abuse or misuse
- Accidental damage
- Vandalism
- Acts of God
- Lightning or power surges
- Wind or storm damage
- Flooding or fire
- Unauthorized repairs or modifications
- Lack of routine maintenance
- Normal wear and tear
- Improper electrical supply
- Damage caused by third-party contractors