

# Hunter Douglas® Warranty Registration Card

Thank you for purchasing Hunter Douglas® window fashions. As the leading manufacturer of custom window coverings in North America, we're committed to providing you with the highest level of quality and service while delivering style and beauty that transforms your home. Should you need assistance with your Hunter Douglas products, feel free to contact your local dealer or visit our website at [hunterdouglas.com/customersupport](http://hunterdouglas.com/customersupport).

We hope you will take the time to complete and return the Warranty Registration Card which came with your Hunter Douglas products. You may also complete it online. For more information, please visit [hunterdouglas.com/warrantycard](http://hunterdouglas.com/warrantycard).



**HunterDouglas**

# HunterDouglas

## LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at (888) 501-8364 or visit [hunterdouglas.com](http://hunterdouglas.com). In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

### NOT COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com](http://hunterdouglas.com) for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

**NOTE:** In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation 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.

Different warranty periods and terms apply for commercial products and applications.

**IMPORTANT!!** Thank you for purchasing Hunter Douglas® products. Please complete the information on both sides of this card and return promptly to help us validate your registration. Return of this card is not, however, a condition precedent to warranty coverage and performance. **Or register online at [hunterdouglas.com/warrantycard](http://hunterdouglas.com/warrantycard).**

# HunterDouglas

(PLEASE PRINT)

**First Name**  **Initial**  **Last Name**  **E-mail Address**

**Street Address**  **Apt. #**

**City**  **State**  **Zip/Postal Code**  **Telephone #**

**Dealer Name**  **Date of Purchase**  Mo.  Yr.

**1. Overall, how satisfied are you with your recent Hunter Douglas purchase(s)?**

- Very satisfied  Somewhat dissatisfied  
 Somewhat satisfied  Very dissatisfied  
 Neutral

**2. When you next purchase window coverings, how likely will you be to purchase Hunter Douglas window coverings?**

- Very likely  Not too likely  
 Somewhat likely  Not at all likely

**3. Total amount spent on your most recent Hunter Douglas purchase:**

- Less than \$500  \$2,000 to less than \$2,500  
 \$500 to less than \$1,000  \$2,500 to less than \$5,000  
 \$1,000 to less than \$1,500  \$5,000 or more  
 \$1,500 to less than \$2,000

**4. Type of dealer purchased from:**

- Hunter Douglas Gallery™  Specialty window covering retail store  
 Shop-at-home service (no retail location)  Furniture store (Ethan Allen, etc.)  
 Floor covering retail store  Internet  
 Department store (JCPenney, etc.)  800#/Catalog  
 Warehouse/wholesale club (Costco, etc.)  Home center (Home Depot, Lowe's, etc.)  
 Wallpaper or paint retail store  Other

**5. Reason for purchase:**

- Decorating newly purchased home  Replacing old window coverings  
 Decorating newly built home  Bought for commercial building/business  
 Redecorating existing home/addition  Other

**6. How long have you lived in your current home?**

- Less than 6 months  5 to less than 10 years  
 6 months to less than 1 year  10 to less than 20 years  
 1 to less than 3 years  20 years or more  
 3 to less than 5 years

**7a. Please indicate the number of products purchased within each product line: (example 1, 2, 3)**

<input type="text"/>	Applause® honeycomb shades	<input type="text"/>	NewStyle® hybrid shutters
<input type="text"/>	Brilliance® pleated shades	<input type="text"/>	Palm Beach™ polysatin shutters
<input type="text"/>	Chalet Woods® wood blinds	<input type="text"/>	Park Lane® Privacy Sheers
<input type="text"/>	Country Woods® wood blinds	<input type="text"/>	Pirouette® window shadings
<input type="text"/>	Custom vertical blinds (Cadence®, Crosswinds®, Somner®, Vertical Solutions® Select)	<input type="text"/>	Provenance® woven wood shades
<input type="text"/>	Designer Roller Shades	<input type="text"/>	Silhouette® window shadings
<input type="text"/>	Designer Screen Roller Shades	<input type="text"/>	Skyline™ Gliding Window Panels
<input type="text"/>	Designer Screen Roman Shades	<input type="text"/>	Vignette® Modern Roman Shades
<input type="text"/>	Duette® honeycomb shades	<input type="text"/>	Other ( <i>specify</i> ):
<input type="text"/>	EverWood® alternative wood blinds	<input type="text"/>	
<input type="text"/>	Heritance® hardwood shutters (serial #): _____	<input type="text"/>	
<input type="text"/>	Luminette® Privacy Sheers	<input type="text"/>	
<input type="text"/>	Modern Precious Metals® aluminum blinds	<input type="text"/>	
<input type="text"/>	Nantucket™ window shadings	<input type="text"/>	

**7b. Were any of the products you purchased from the Hunter Douglas Alustra® Collection?**

- Yes  No

**8. Please indicate the number of products purchased with the following specialty lifting systems: (example 1, 2, 3)**

<input type="text"/>	PowerRise®	<input type="text"/>	UltraGlide®
<input type="text"/>	LiteRise®	<input type="text"/>	PowerGlide®

**9. In which room(s) in your home were your window coverings installed? Please select all that apply:**

- Kitchen  Bath  
 Dining room  Home office  
 Bedroom  Den/Family room  
 Nursery/child's room  Other  
 Living room

**10. How did you install your window coverings?**

- Professionally installed  Spouse/friend/relative installed  
 Installed own window coverings

**11. How did you first hear about Hunter Douglas?**

- Television  Other websites  
 Magazine/newspaper  Friend/family  
 Designer/store/dealer display  Radio  
 Own other Hunter Douglas products  Show Homes/Parade of Homes  
 Builder  Other  
 Hunter Douglas website

**12. Do you subscribe to or read any home decorating magazines on a regular basis?**

- Yes  No

**13. Age:**

- Less than 25  35-44  55-64  
 25-34  45-54  65+

**14. Gender:**

- Female  Male

**15. Do you currently have children under the age of 8 living in your home?**

- Yes *If yes, how many?*  
 No  1 to 3  4 or more

**16. Household income:**

- Less than \$50,000  \$150,000 to less than \$200,000  
 \$50,000 to less than \$75,000  \$200,000 to less than \$500,000  
 \$75,000 to less than \$100,000  \$500,000 or more  
 \$100,000 to less than \$150,000

**17. When do you next plan to purchase new window coverings for your home?**

- In less than 3 months  In 9 months to less than 1 year  
 In 3 to less than 6 months  In 1 year or more  
 In 6 to less than 9 months  Not sure

PLEASE TURN OVER.

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18. To help us better understand the diversity of our consumers, which best describes you?

- African American    
  American Indian    
  Asian    
  Caucasian    
  Hispanic/Latino    
  Other

19. Please indicate how much you agree or disagree with each statement below:

<i>In general, I feel that...</i>	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
a. I care about the image the brands I buy projects to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I enjoy decorating my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I have a monthly budget that I stay within when making purchases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I consider myself an educated consumer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I like to spend money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>When thinking about my most recent Hunter Douglas® purchase...</i>	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
a. I preferred to work with a designer rather than shop for window coverings myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Before I began shopping, my first choice in window fashions was the Hunter Douglas brand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. All window coverings were the same, regardless of the brand name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I preferred interesting/unique window coverings for my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I felt it was necessary to research some different brands before I bought	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Care and cleaning of window coverings was an important consideration in my purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

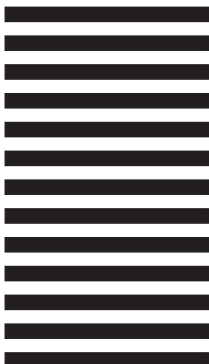
Thank you for taking the time to answer these questions. Your response will help Hunter Douglas continue to deliver higher quality products and services in the future. Please check here  if you are NOT interested in receiving future information or special offers from Hunter Douglas.

# HunterDouglas



HOPKINS MN 55343-7040  
 PO BOX 5703  
 C/O HARRIS INTERACTIVE  
 HUNTER DOUGLAS WINDOW FASHIONS

POSTAGE WILL BE PAID BY ADDRESSEE



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

