

Crestron Electronics, Inc.

Residential Shading Solutions Right Size Guarantee

Last updated: 28 October 2021

The Crestron Residential Shading Solutions Right Size Guarantee (“**RSG**”) is made available through Crestron Electronics, Inc. and/or its subsidiaries and affiliates (together “Crestron”) in connection with the purchase of eligible Residential Shading Solution products through Authorized Residential Resellers in the United States, Canada, Australia, New Zealand, and select regions in Europe, and such other locations as authorized by Crestron from time to time. The RSG enables Crestron’s Authorized Residential Resellers to confidently measure their customers’ space for custom residential shading solutions without the worry of making a mistake. A simple measuring mishap need not result in extra costs to replace the incorrectly measured shade. If the requested replacement qualifies for the terms of the RSG, as described below, Crestron will not charge its Authorized Residential Resellers for the replacement shade.

1. Terms and Conditions of the RSG

1.1 RSG only applies to shades purchased from Crestron by an authorized Crestron residential dealer or other residential reseller authorized by Crestron (collectively “**Authorized Residential Reseller**”) in the United States, Canada, Australia, New Zealand and select regions in Europe, and such other locations as authorized by Crestron from time to time, for installation at a residential project. RSG does not apply to shades purchased by authorized Crestron commercial dealers or other commercial resellers or shades purchased for and/or installed in commercial, enterprise, hospitality, government, education or similar facilities.

1.2 RSG only applies to replacement of a shade due to the Authorized Residential Reseller’s inadvertent errors in the physical measurement of the applicable residential space, such that the measurements provided in the original order result in an incorrectly sized shade. RSG does not apply, and a full replacement charge will apply, to design changes or deviations from the original order, including but not limited to changes to shade style, fabric, color, features, or hardware. RSG does not apply to any shade ordered outside of Crestron’s recommended shade sizes as outlined in Crestron’s product documentation and the Crestron Design Tool (“**CDT**”) for shades.

1.3 RSG only applies to replace an incorrectly sized roller tube, fabric, hembar, top treatment, blackout side channels, and blackout sill angles when ordered as part of a shade system, and not to independently ordered shade components. RSG does not apply to replace any other shade accessories and/or hardware.

1.4 RSG is limited to **(a)** no more than one replacement per shade; **(b)** no more than 10% of the shades ordered on any single order, which may not exceed a total of \$5,000 of the Authorized Residential Reseller’s applicable order; **(c)** lifetime limit of no more than three orders per Authorized Residential Reseller; and **(d)** measurement errors of between -2.00 to +2.00 inches on the shade bracket-to-bracket (B-to-B) measurement and of between 0.0 to +6.00 inches on the shade height measurement, as entered in CDT for shades.

1.5 Request for a shade replacement pursuant to the RSG must be submitted within 90 days from date of delivery or shipment. Photo evidence and return of the original shade may be required. Shades replaced under the RSG will only be shipped to the same name and delivery address listed on the original order. Shipping fees may apply for expedited shipping requests.



1.6 This offer cannot be combined with any other offers or promotions offered by Crestron. No cash refund nor cash equivalent is offered or available under the RSG.

1.7 Except as otherwise described herein, all provisions of Crestron's warranties and Standard Terms and Conditions of Sale, both available at www.crestron.com/Legal/sales-terms-conditions-warranties (and at www.crestron.com/crestroneuropeterms for Europe), continue to apply.

2. Shading Solutions Excluded from RSG

2.1 RSG does not apply to any of the following Crestron shades: **(a)** horizontal sheers shades, including but not limited to CS-SHADE-ROLLER-HSHEER; **(b)** battery operated shades, including but not limited to CS-SHADE-ROLLER-BATT; **(c)** cable guided shades, including but not limited to CS-SHADE-ROLLER-CABLEGUIDED; **(d)** shades that use the QMT 275 shade motors; **(e)** shades ordered using the Color Match service; **(f)** motorized or manual shades with Hartmann & Forbes collection fabrics, including but not limited to CSF-SB-ROLLER-HF; **(g)** drapery systems; and **(h)** end-of-life shades or fabrics.

3. Contact Crestron

If you have any questions, please contact Crestron via e-mail: satisfaction@crestron.com or support@crestron.com. Please visit www.crestron.com to find phone and address contact information for Crestron support in your region.

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