HILADUO Limited Warranty

Custom roller shades, zebra shades and motorized shades

Coverage

Part	Warranty period	What is covered
Shade fabric	10 years	Defects in materials and workmanship, such as delamination, fraying at the cut edge, or loss of the blackout coating under normal use.
Motor (AM25 rechargeable motor)	3 years (2 years for orders placed before Sep 28, 2026)	Motor failure under normal use: the motor does not run, does not charge, or does not hold its set limits.

The warranty period starts on the date of delivery and applies to the original purchaser.

Not covered

- Shades made to measurements provided by the customer that do not fit the window.
- Damage from improper installation, accidents, pets, water, or misuse.
- Normal wear, and fading from long-term direct sunlight.
- Wi-Fi, Zigbee hub, app or voice assistant connection problems that are not caused by a motor defect.
- Shipping damage, which is handled through a carrier claim.

How to make a warranty claim

1. Send us a message through Amazon (Your Orders > Contact seller) with your order number.
2. Describe the problem and include a photo or short video. For motors, include a photo of the label with the serial number.
3. We review the claim and, if it is covered, send a replacement part (fabric or motor). The replacement part is free; the customer pays the shipping cost.

HILADUO custom window shades. This warranty gives you specific legal rights, and you may also have other rights that vary by state or province.