



FORMS OF PAYMENT (check one):

Check Debit
 Visa Master Card

Card Number:

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Expiration Date: _____
Print name as it appears on card: _____
Authorized Cardholder Signature: _____

*thank you
for your
patronage*

DELIVERY TIMES

We will begin manufacturing products on all orders received by 4 p.m. central time on the morning of the next business day (excluding weekends and holidays). Most products, **except woven wood shades, soft shades, drapery panels and fabric valances**, are manufactured in 7-10 business days. Woven wood shades, soft shades, drapery panels and fabric valances, are manufactured in 10-15 business days. All delivery times are estimates based on normal production and shipping times. Once your products are made, standard shipping is 1-3 days. We ship each item as soon as it is made, so multiple items orders may arrive separately.

EXCEPTIONS: Please note: On rare occasions there may be delays due to out-of-stock materials, shipping delays, factory or workroom closures. We will make every effort to notify you whenever we receive notice of any shipping delays (backorder, temporary factory overload, inventory-taking, etc. **shadeSMITH** cannot be held responsible for shipping delays caused by problems which are beyond it's reasonable control.

LIMITED LIFETIME WARRANTY

This warranty covers any defects in material or workmanship provided that the product is measured and installed according to the product instructions. In the event that warranty service is needed, call customer service as quickly as possible.

RETURNS, EXCHANGES & CANCELLATIONS

Since window treatments are made to your exact specification, they are not suitable for resale in the ordinary course of business. Therefore, in most cases, orders are not returnable for any reason other than warranty repair. If, however, a change or cancellation can be made (inquire with a design consultant before purchase) notification by phone or email must be received by 5:00 p.m. the day the order was placed. In the event that an order is cancelled, a 10% administrative fee and manufacturers restocking charge is applicable. Orders cannot be cancelled or changed once production has begun. Please inquire with customer service before making final decisions.

MERCHANDISE INSPECTION

shadeSMITH reserves the right to inspect merchandise as soon as it is received from the manufacturer. If the merchandise has been damaged in shipment or the incorrect order has been shipped, **shadeSMITH** will replace merchandise and inform you of it's status.

COLOR & MATERIAL REPRESENTATION

Color swatches may very slightly from current dye lots. For that reason, we cannot guarantee exact matches on subsequent orders. Please make all orders final using same color swatches.

PAYMENT AT TIME OF ORDER

Since all windows treatments are custom made to your specification, all orders are paid in full when the order is placed. All orders paid by personal check will require a 5-7 day holding period before production can begin on window treatments. **Please make all checks payable to: shadeSMITH**

FOR CUSTOMER ASSISTANCE:

CALL 1.630.226.1249 or 1.866.350.0107 9 A.M. - 5 P.M. MONDAY - SATURDAY **OR**

[Click Here to Contact Us](#)

SHIPPING INFORMATION:

Name: _____
Address: _____ State: _____
Zip: _____ E-Mail Address: _____
Day Phone: () _____ Fax: () _____

THREE WAYS TO ORDER:

- phone - within Illinois - 1.630.226.1249
 outside Illinois - toll free 1.866.350.0107
- mail - P.O. Box 328, Bolingbrook, IL 60440
- fax - 1.630.378.1990

WOOD SHUTTERS		
Room:	Quantity:	Price:
Width: (Minimum 14")	Height: (Minimum 12")	
Color: <input type="checkbox"/> Dover White <input type="checkbox"/> Extra White <input type="checkbox"/> Unfinished Natural <input type="checkbox"/> Golden Oak		
Shutter Configuration: _____		
Shutter Height: <input type="checkbox"/> Full <input type="checkbox"/> Partial (Cafe Style)		
Louver Size: <input type="checkbox"/> 1-7/8" <input type="checkbox"/> 2-1/2" <input type="checkbox"/> 3-1/2" <input type="checkbox"/> 4-1/2"		
Divider Rail: <input type="checkbox"/> Yes <input type="checkbox"/> No Height from bottom: _____ inches		
Hinge Color: <input type="checkbox"/> White <input type="checkbox"/> Polished Brass		
Window Depth: <input type="checkbox"/> 1-1/2" or more of depth <input type="checkbox"/> Less than 1-1/2" depth		
Does window sill protrude? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Mount Type: <input type="checkbox"/> Inside (Fully Recessed) <input type="checkbox"/> Inside (Z-Frame) Stand. <input type="checkbox"/> Outside		
Product Constraints	Subtotal	
When the window depth is less than 1-1/2" you must have the shutter as an outside mount	Sales Tax 7.5% (applicable in state of ILLINOIS)	
Divider Rails are mandatory for shutters over 72" high	Shipping /Handling	FREE
Divider Rail is not available for shutters with a height of less than 43"	Total	