



IMPORTANT STEPS FOR RECEIVING YOUR NEW SHUTTERS



It is extremely important to follow the steps below to avoid damage to primed and/or painted finishes and ensure your shutters have long-lasting life on your home.

UNPACK YOUR SHUTTERS IMMEDIATELY - DO NOT LEAVE SHUTTERS IN THE CRATE OR BOX

Shutters must be inspected for damage prior to signing the delivery receipt to from the carrier.

If damage is found, you have seven (7) business days to file a damage missing items claim.

NO claim will be considered beyond seven (7) business days.

Shutters must be opened, and all foam removed as soon as your shipment arrives (keep foam if storing temporarily until installation).

Do not leave or store shutters in the sun, or other weather conditions prior to installation.

If you must store shutters, do so only vertically and use foam to separate shutters do not allow them to touch together.

Instructions accompany every single shutter order. Failure to comply with instructions will void warranty. Shutters By Design is not liable for any damage or defects resulting from modification or repairs done by the customer. Shutters By Design will not pay for any priming, painting, re-installation, repairs or replacement of our shutters due to modifications. Shutters must be removed from crate or packaging immediately upon arrival and stored in a safe place. Shutters must not be stored in areas where they will be subject to high humidity, extreme heat, or extreme conditions. Shutters left in packaging will result in damage. Any damage claim must be made within seven days of receiving shipment. Please see full details in our Lifetime Limited Warranty at shuttersbydesign.com.