

# General Information

## Contact Information

**B&W Manufacturing**  
1705 Waukegan Rd.  
Waukegan, IL 60085

Phone: 800-858-2352  
Fax: 800-858-8556  
eMail: customerservice@HorizonShades.com  
Web: www.HorizonShades.com

## Customer Service Hours

Monday-Friday  
8:00 a.m. to 6:00 p.m. CST.

## Toll-Free 24 Hour Fax Order Line

To avoid costly mistakes we strongly recommend faxing your order to our toll-free fax line-- **800-858-8556**. Free fax/mail order forms are available on pages K4-K14. Please either fax OR mail orders, do not do both. Duplicate orders will be charged to the dealer.

## Phone Orders

Phone orders are accepted at the sole responsibility of the dealer.

## Terms

2% / 10 days, net 30. 1-1/2% per month on any past due balances, minimum charge of \$1.00.

## Credit

To establish an open account, use our convenient credit application form. Allow about three weeks for processing. Accounts over 30 days will be put on credit hold and may be changed to C.O.D.

## Credit Cards

We accept Visa, MasterCard and Discover for payments.

## Cancellations and Changes

Due to the custom nature of our product, there will be a 50% service charge for changes or cancellations made after the goods are cut.

## Guarantee

Your Horizons™ products are guaranteed to be free from defect in parts and workmanship for 3 full years.

## Return and Repair Procedures

In the event of damage in shipping, refuse shipment and contact us immediately. We will coordinate the freight claim. Merchandise may occasionally need to be repaired or replaced. If this occurs, **YOU MUST CONTACT US AND RECEIVE RETURN AUTHORIZATION** before returning a shade. Shades must be returned for our inspection before any adjustments can be made.

B&W Manufacturing reserves the right to repair rather than replace shades.

## Color Variation & Fading

All Horizons™ materials are subject to dye lot variation. Therefore it is strongly recommended that you order all shades for a customer at the same time.

Fading occurs after prolonged exposure to harsh sunlight and other natural elements, however the interior surfaces are protected by the material. If this is a major concern, privacy and blackout lining is available upon request for most of the Horizons™ shades as an extra charge option.

## Child Safety

The importance of child safety cannot be overemphasized. Loose cords on any window treatment should always be secured to protect children and pets. Horizons™ shades are manufactured in complete compliance with the National Safety Council's standards.

## Sample Books

### Horizons™ Natural Shades



The sample book set for **Horizons™ Natural Shades** is available for only **\$59.95**, includes free standard shipping, and \$60 in rebate coupons!  
[www.HorizonShades.com](http://www.HorizonShades.com).

### Horizons™ Soft Treatments



The **Horizons™ Soft Treatments** sample book is available for only **\$39.95**, includes free standard shipping and \$40 in rebate coupons!  
[www.HorizonShades.com](http://www.HorizonShades.com)

### Horizons™ Shades of Elegance™



The **Horizons™ Shades of Elegance™** sample book includes the Siesta Shade sample deck and is available for only **\$39.95**, includes free standard shipping and \$40 in rebate coupons!  
[www.HorizonShades.com](http://www.HorizonShades.com)

## COMBO SPECIAL

All three sets of Horizons™ sample books are available together at a **COMBO SPECIAL** price of only **\$119.95**, includes free standard shipping and includes \$140 in rebate coupons!

To learn more, please visit our web site:  
[www.HorizonShades.com](http://www.HorizonShades.com).