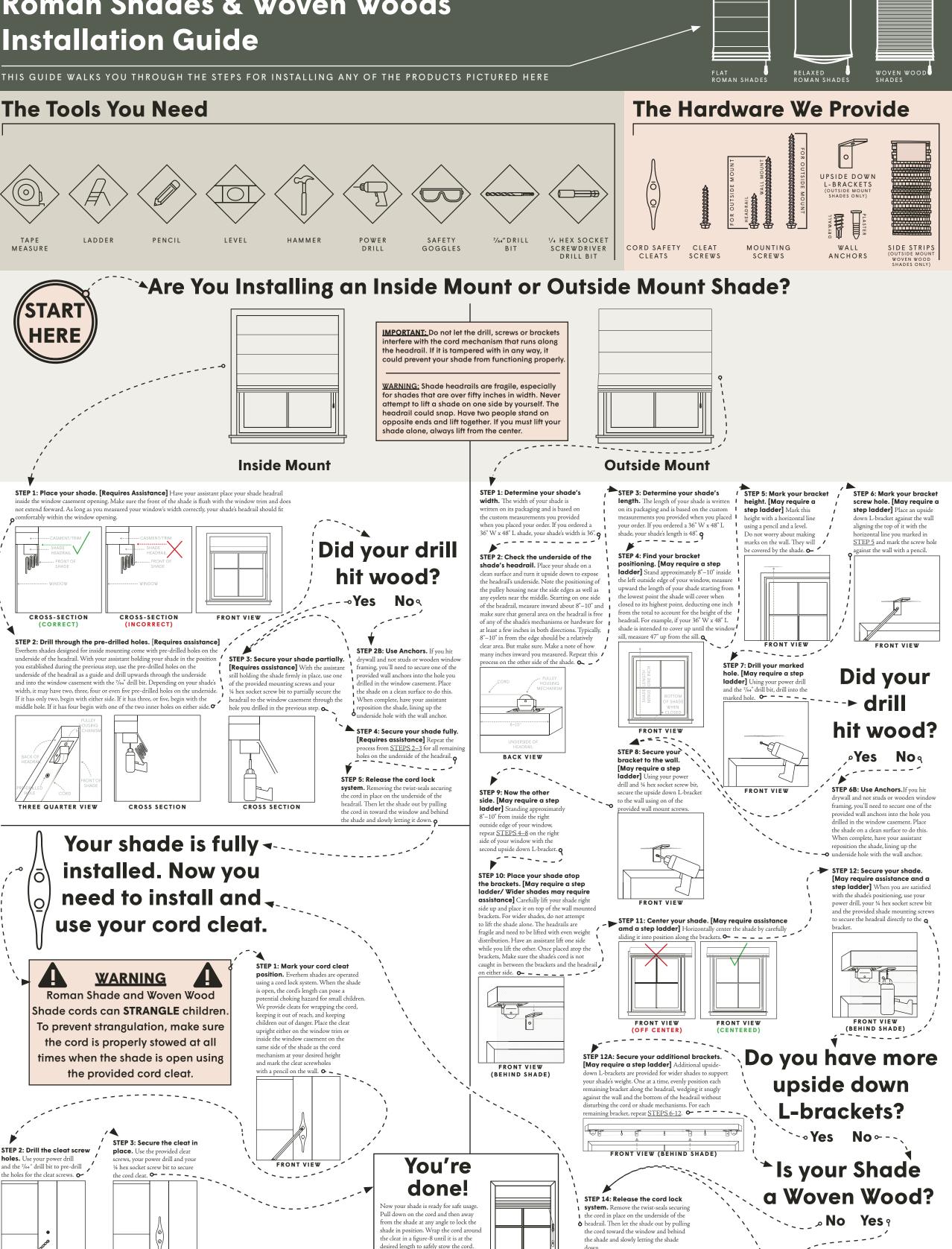
## Roman Shades & Woven Woods **Installation Guide**

THIS GUIDE WALKS YOU THROUGH THE STEPS FOR INSTALLING ANY OF THE PRODUCTS PICTURED HERE



## Cleaning Instructions

All Everhem roman shades and drapery panels are made from either 100% linen or linen blends. As linen is a natural fiber, it can pick up dust, smoke and other odors over time. Professional dry cleaning is strongly recommended every six months. Between cleanings, lightly shake drapery panels to dust them off or use a vacuum with a hose attachment. Woven woods are very delicate and not intended for dry cleaning. For light dusting, you can use a vacuum with a hose attachment. Everhem hardware can be dusted using a chamois cloth and a little warm water.

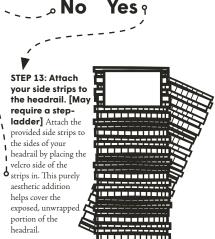
## **Warranty & Returns**

Everhem roman shades & woven woods are all custom made by hand in the United States. The cord mechanisms that enable our shades to function properly are very intricate and very delicate. It is important that they are handled with care. If a cord mechanism arrives damaged or becomes defective during the course of normal use within the first six (6) months of ownership, we will replace it free of charge and cover return shipping. If we deem a cord mechanism to have been tampered with, handled indelicately or otherwise rendered defective on account of user recklessness, we reserve the right to decline a request for repair

If a shade arrives damaged, stained or otherwise defective, we will replace it free of charge and cover return shipping. That said, Everhem must be made aware of the issue via email within 48 hours of the time of delivery or else we reserve the right not to exchange it. Upon receiving an email alerting us to damage or a defect upon delivery, we may request a photograph of the damage for our records. If we deem that the damage or defect in question could not have been caused by manufacturer error, we reserve the right not to accept an exchange. We will always try to be fair with our customers. We only ask that you be fair with us as well.

Unravel the cord and pull it in toward the window, behind the shade to unlock the

> Every Everhem product is made bespoke, by hand to each customer's unique specifications. Though we make every effort, we are not responsible for making certain the specifications provided by customers are correct. We are only responsible for meeting the specifications provided correctly. If you mismeasure your own window and receive a product that doesn't fit on account of this, we will work with you and do whatever we can to ensure your satisfaction. But unfortunately we cannot accept returns on account of user error. If you received a product that does not fit your window properly, contact us at orders@



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Still having trouble with installation? Email us so we can help you out.9

hello@everhem.com

Thanks for your order! Come visit us again sometime.9





