



2020 Reference Guide

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PRICING

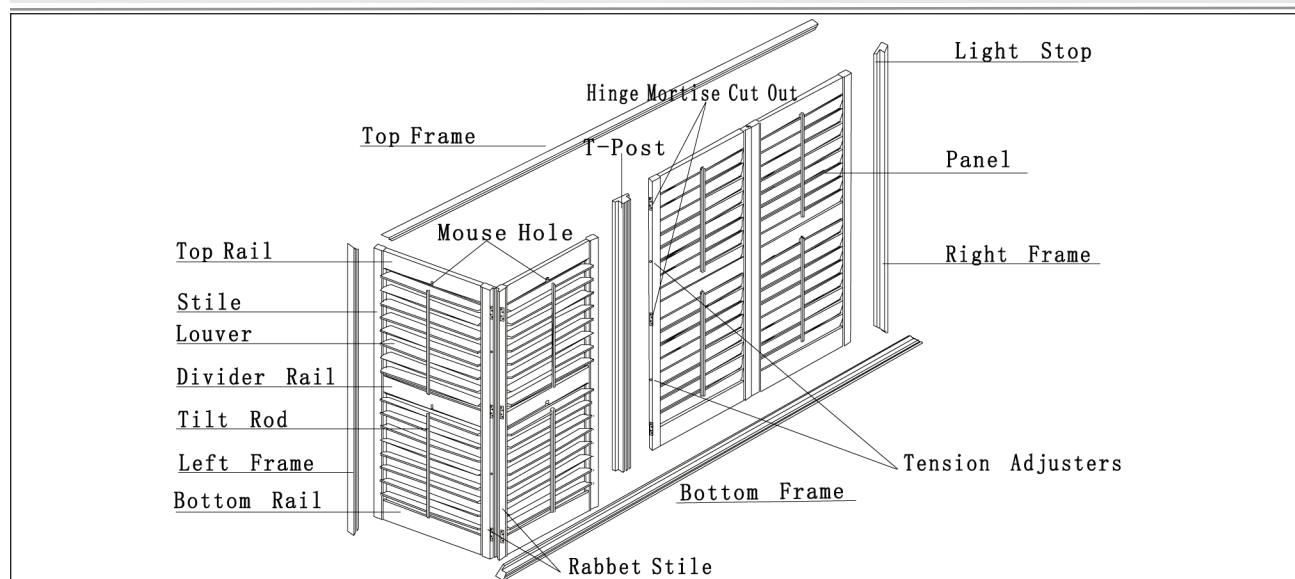
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PRODUCT SUMMARY

Shutter Terminology



Top Rail – Upper Horizontal component of the panel.

Stiles – Vertical component of the panel.

Bottom Rail – Lower horizontal component.

Rabbeted Stile – Stile with an overlap built in a block light between openings with multiple panels.

Louvers – Horizontal slats available in different sizes, which open and close using the tilt rod.

Tilt Rod – Vertical wood bar attached to louvers by staples. Used to open and close louvers.

Light Stop – Horizontal piece of wood that blocks light. Attached behind the panel.

Tension Adjusters – Used to adjust tension of louver. One on each side of tension louver.

Divider Rail – Divides panel into more than one louvered section.

Hinge Mortise Cut Out – The cut out in the stile for the hinge.

Frame / Hanging Strip – Wood frame panels are hinged.

Shutter Products

Material	Bassia Basswood	Vinyl Vinyl	Hybrid Vinyl Louver Only
Key Feature	Artfully crafted with premium basswood, Bassia shutters provide light weight yet strong, uniform grain for a beautiful stain finish. Its superior mortised and tenon construction gluing and polyetherium finishing properties will provide long-term value to any home. Lifetime limited warranty.	Vinyl shutters are solid PVC which create a moisture resistant and long life durability of shutters. Alumni reinforced louvers for 15" and larger. Stainless steel staples with glue for a tight long lasting grip. All wood frames also available with vinyl panels. Lifetime limited warranty.	Hybird shutters are wood frame, wood stile, wood rail with vinyl louvers to provide strong sturcture support and moisture resistant louvers.

*** Both Products come with same selection of Color, Louver Size, Hinges, Tilt Rod Option. (Stain color for wood only)

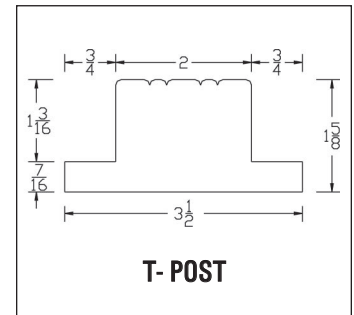
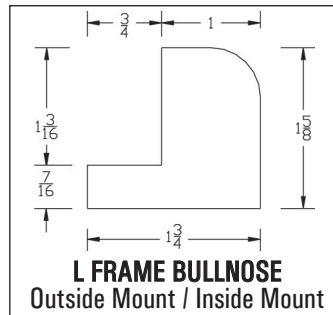
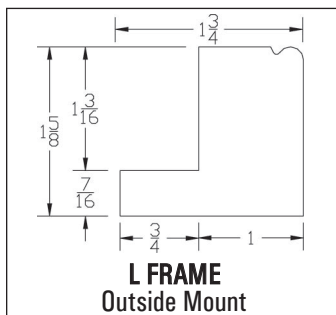
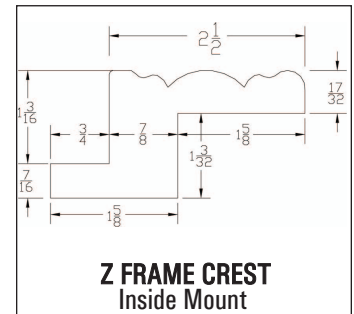
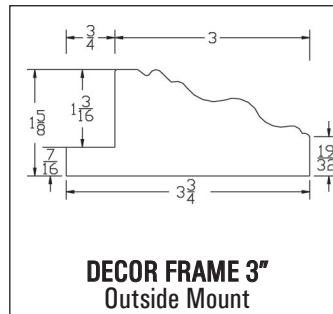
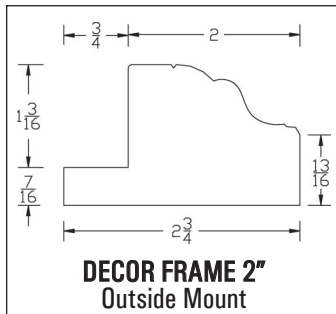
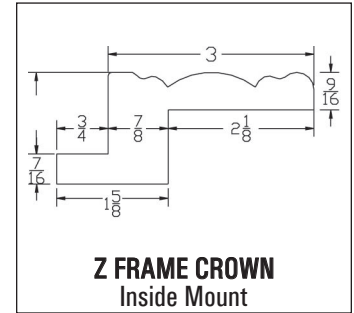
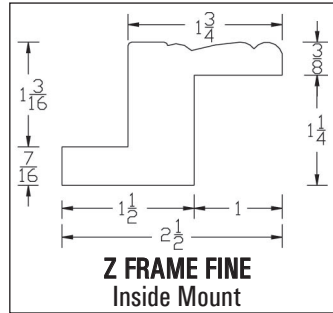
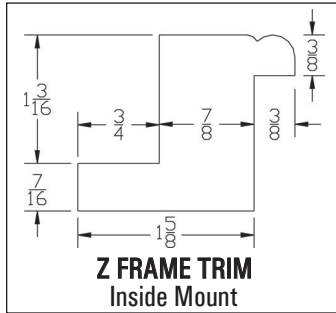
Production Lead Times

Standard Shutters Factory lead-time is approximately 5 ~ 6 weeks from date of signed confirmation sheet and deposit.

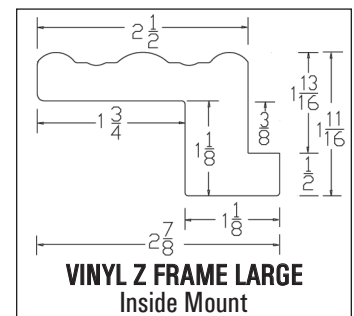
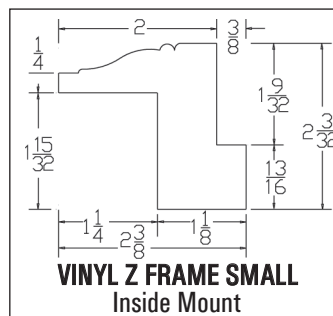
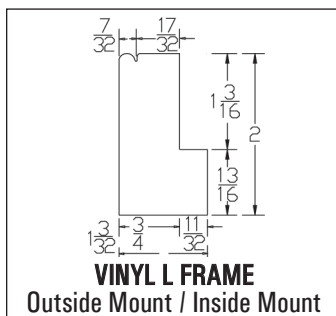
Specialty Shutters Factory lead-time is 6 ~ 8 weeks from date of signed confirmation sheet and deposit.

FRAME

Frame Style



VINYL FRAME



***Custom extensions up to 2" for All frames

COLOR, LOUVER, & TILT ROD

Color

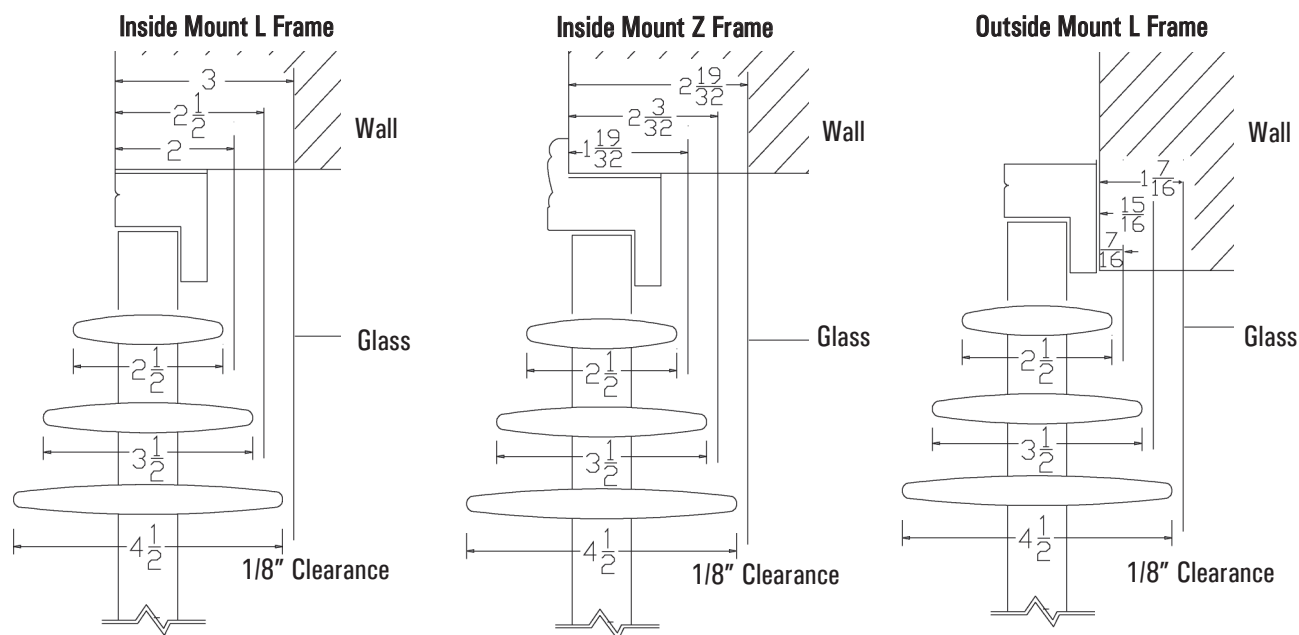
Solid	Stain
White / Snow / Swiss Coffee / Creamy / Butter	Nature / Honey / Oak / Jave / Rose / Mahogany / Black Walnut

*** Other color available upon request.

Louver

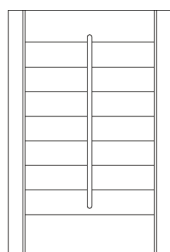
Louver Size: 2 1/2", 3 1/2", 4 1/2"

Louver to Window Clearance



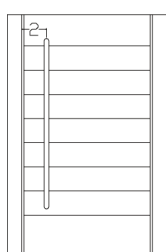
*** Add 1/4" if select Hidden Tilt Rod notch on the back side of louver.

Tilt Rod



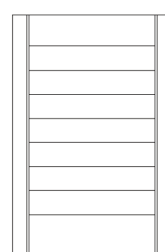
Standard Tilt Rod

In the middle of the panel on front side (default).



Offset Tilt Rod

On the front side of the panel and at 2" from the louver ends on the hinged side.
Optional location: per your request.



Hidden Tilt Rod

Attached to the louver's edge on the back and the hinged side of the panel and flushed with the edge of louver. It sits in route area of stile when louvers are in close position. Tilt rod exceeding 40" must be splitted to maintain proper operation.

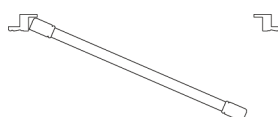
PANEL & DIVIDER RAIL

Panel Specification

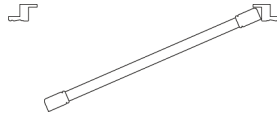
	Thickness	Minimum		Maximum	
		Wood	Vinyl	Wood	Vinyl
Top Rail	7/8"	3"	3"		
Bottom Rail	7/8"	3"	3"		
Stiles	1 1/8"	2"	2"		
Louvers	7/16"	2 1/2"	2 1/2"	4 1/2"	4 1/2"
Panel Width - Single Panel	1-1/8"	8"	8"	36"	30"
Panel Width - Multiple Panel	1-1/8"	8"	8"	26"	20"
Panel Height	1-1/8"	16"	16"	144"	84"

Panel Configuration

L




R

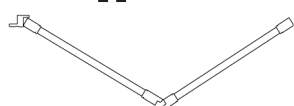


Max Shutter Size	35" + Frame
Min Shutter Size	8" + Frame

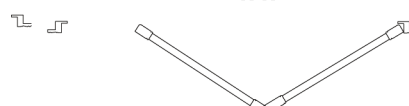
LR



LL



RR

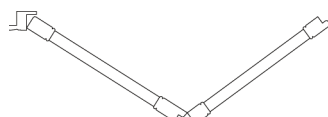


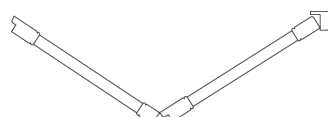
Max Shutter Size	70" + Frame
Min Shutter Size	16" + Frame

Max Shutter Size	52" + Frame
Min Shutter Size	16" + Frame

Max Shutter Size	52" + Frame
Min Shutter Size	16" + Frame

LLRR





Max Shutter Size	104" + Frame
Min Shutter Size	32" + Frame

Divider Rail

The use of Dividing Rails makes the shutter stronger and allows more convenient light control. Following are the dividing Rail requirements.

Panel Height	# of Dividing Rails
Over 60"	1 rail recommended
Over 72"	1 rail required
Over 100"	2 rails required

If you specify a dividing rail, we will automatically place it to evenly separate the panel.. If you want a custom position, this can be specified by measuring from the bottom of the shutter to the midpoint of the rail.

***There is a tolerance on the position of the rails:

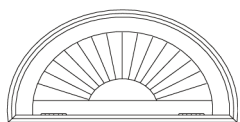
3 1/2" Louver Panel – Panel position may vary up to 1 3/4" from specified position

4 1/2" Louver Panel – Panel position may vary up to 2 1/4" from specified position

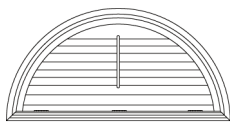
SPECIALTIES

Sunburst Arches

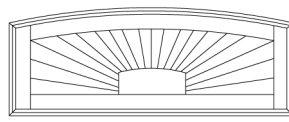
These operable arches come in frames and colors that coordinate with the shutter frame and color.



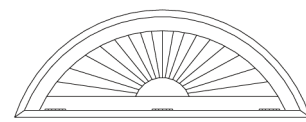
Sunburst



Half Circle



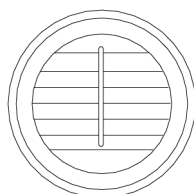
Elongated Eyebrow



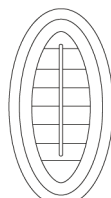
Eyebrow

Custom Shape

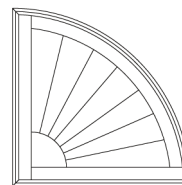
Other custom shapes are also available. These arches take about 8 weeks. These designs require a template or a detailed drawing. The most common custom shapes are shown below.



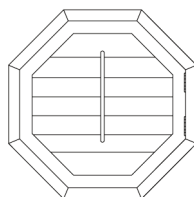
Circle



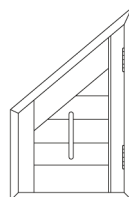
Oval



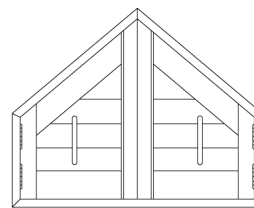
Quarterburst



Octagon



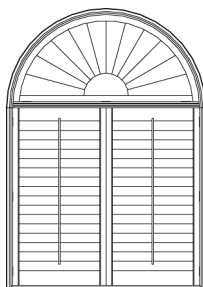
Half Rake L



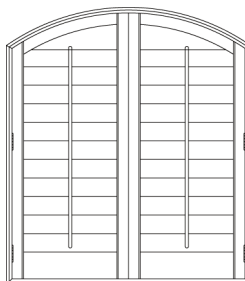
Full Rake

Arch Top Shutters

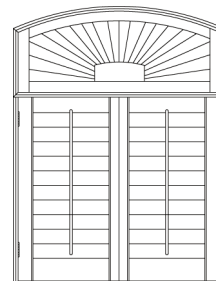
The arch top shutter has an arch built into the shutter panel(s). This shutter is available in all frames except the extended frame. The contour of the arch frame meets the side frame legs with a small decorative sill plate. Arch top panel take about 8 weeks to produce.



Sunburst Shutters



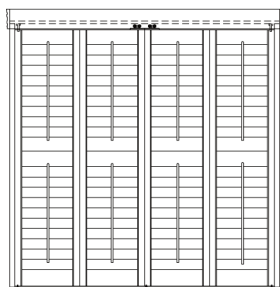
Arch Shutters



Elongated Eyebrow Shutters

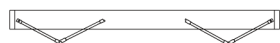
TRACK, FRENCH DOOR & DOUBLE HUNG

Bi Fold Track Shutters

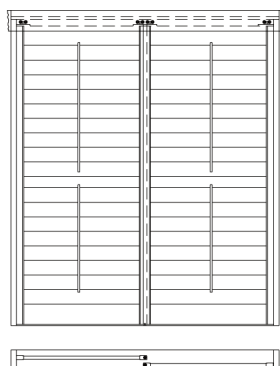


Most commonly used for sliding glass doors, the panels on the Bi fold track system are guided by pivots in an overhead track. The outer panels are attached on pivots. The track gives additional support for large panels and offers a smooth operation.

	Max Shutter Width	Min Shutter Width
2 Panel	52" + Frame	24" + Frame
4 Panel	104" + Frame	48" + Frame

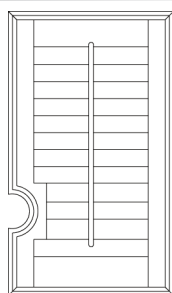


By Pass Track Shutters



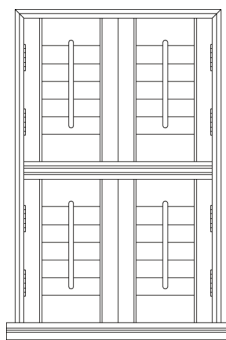
By Pass track shutters are the perfect shutter for sliding glass doors. The panels require no space in front to swing outward. The By pass shutters use one roller pin per panel mounted on the floor guide panels. An optional track bottom plate (3/4" thickness) can be ordered for high traffic area.

French Door



French Doors with a round knob do not require a cut out as long as there is a clearance of 1-3/4" between inner edge of the plate and edge of the mounting surface. If there is less than 1-3/4" clearance, a door notch out will be needed. French Door Cutout is available for L-Frame only.

Double Hung



Double Hung shutters are cut horizontally within the panel in such a way that the top and bottom panel can open or close independently. There are limitations as to the maximum window size opening which can be covered. (Rule is to double the maximum panel width. This becomes the maximum size that Double Hung shutters can be manufactured. The maximum width is 70 inches).

Double Hung Shutters are available in single panel or 2 panel configurations only. A Horizontal T Post is required

See Price List: Options—Double Hung for extra charge for this type of shutter.

MEASURING

ALWAYS USE A STEEL TAPE MEASURE

ALWAYS ROUND UP TO THE NEAREST 1/16"

ALWAYS VERIFY THE DEPTH OF THE WINDOW FOR THE PROPER CLEARANCE

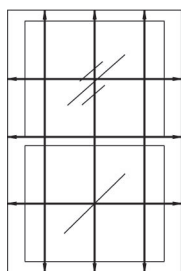
MEASURE EVERY OPENING SEPARATELY EVEN IF THEY APPEAR TO BE THE SAME

**Customer needs to choose between inside mount or outside mount. For a description of both types see Type of Mount.

Window Size Measuring

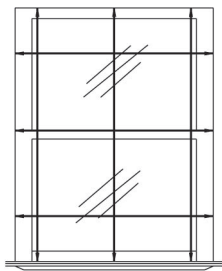
Outside Mount : The Most Popular Style of Installation

Width & Height



No Window Trim or Sill

Width & Height



With Window Trim or Sill

Factory Frame Additions For Outside Mounts

L Frame	+ 3.5"
Decor Frame 2"	+ 5.5"
Decor Frame 3"	+ 7.5"

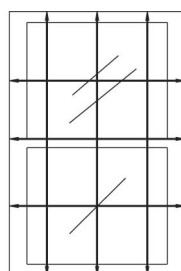
Minimum Molding Size For Mounting on Molding

L Frame	+ 1 3/4"
Decor Frame	+ 2 3/4"

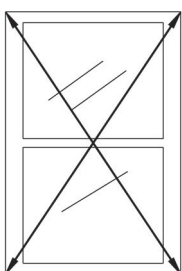
1. Measure the width at three different points. Measure from the outside edges of any side window trim or molding. If no side trim or molding, measure between side window casings. Write down the largest measurement.
2. Measure the height at three different points. Measure from the top of the top window trim or molding to bottom edge of the bottom trim or molding piece. If no top or bottom window trim or molding, measure from the inside edge of the top window casing and the bottom casing/sill. Write down the largest measurement.
3. For bullnose or radius edged openings, add 2 inches to the width and 2 inches to the height due to the non-mountable space caused by the curvature.

Inside Mount

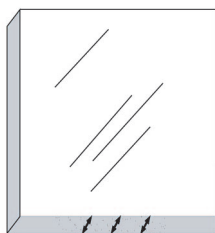
Width & Height



Check for Square



Check for Depth



Factory Frame deductions For Inside Mounts

All Z Frame	3/8" in width, 3/8" in Height
L Frame	No Deduction
	Max Frame to Frame only

1. Measure the width at three different points. Measure between the side window casings. Write down the smallest measurement, rounding up to the nearest 1/16".
2. Measure the height at three different points. Measure between the inside edge of the top window casing to the bottom casing. Write down the smallest measurement, rounding up to the nearest 1/16".
3. Check to see if your window opening is square. Do this by measuring diagonally from the lower left corner to the upper right corner. Repeat procedure, this time measuring from the upper left corner to the lower right corner. If the difference between the two measurements is greater than 3/8", you will have to use an outside mount installation.
4. For all inside mounts, the depth of the window opening must also be measured to make sure that there is enough clearance for proper louver movement. Check the Louver Sizes & Panel Widths page for required clearance on page 3.

MEASURING -- French Door, T-Post

Frame Size Measuring



The factory makes **NO** additions or deductions to the size; ensure proper mounting clearances.

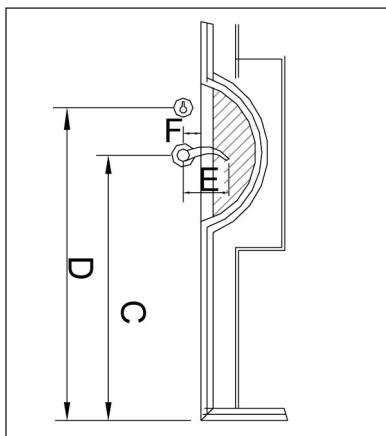
Frame size measures both the width and height of the shutter including the frames. This is used only with outside mount frames and typically for special situations like lack of proper clearances or windows with molding.

Outside Mount Only

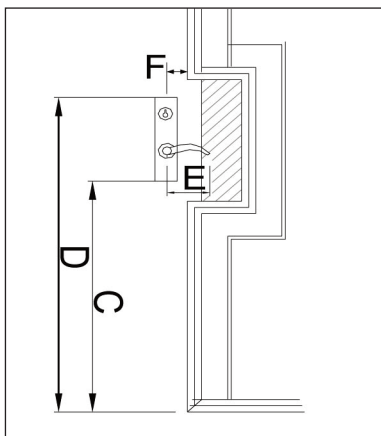
Measure width & height in 3 places and record the largest size. Make sure to include the Frame Width on each side.

French Doors

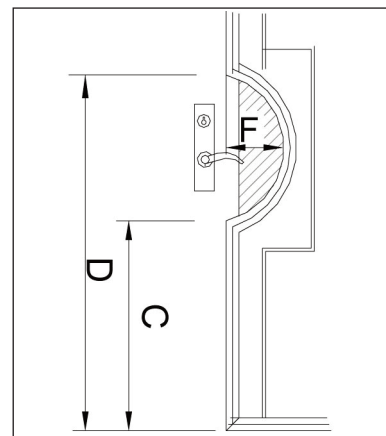
TYPE B



TYPE C



TYPE D

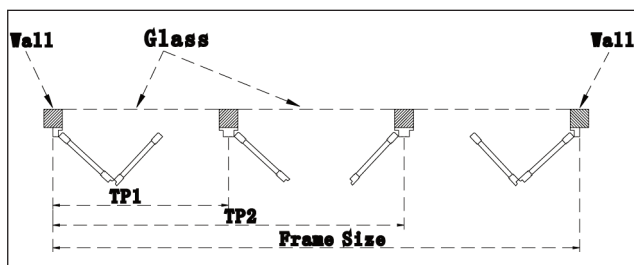


In the case of a French door, **measure the frame size**. This must include a 1 3/4" flat area around window for the slimline frame to mount on. Make sure there is room between the door handle and glass to mount the frame. For French Door Cut Outs, specify the height to the center of the door handle and to the center of the lock from bottom of shutter. For French doors with a molding around the glass, you can either measure to mount on the molding or to do a build out around the molding. Please see attached French Door Order Form. **Factory will add the extension according to the louver size.**

T-Post

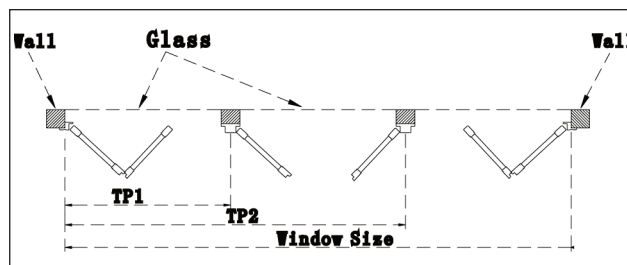
Frame Size Measurement

Measure the frame size and identify the T-Post locations from the outer edge of the left frame to the center of each T-Post.



Window Size Measurement

Measure the window size and identify the T-Post locations from the inside edge of the window opening to the center of each T-Post.



MEASURING -- Bay Window, Corner Window

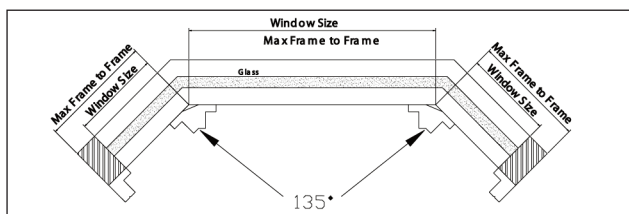
Bay Windows

Maximum Frame-to-Frame Size represents:

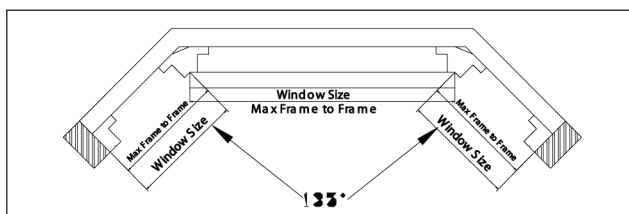
Left and Right Opening: Measure from the edge of the frame to the corner of the opening.

Center Opening: Measure from the left corner to the right corner.

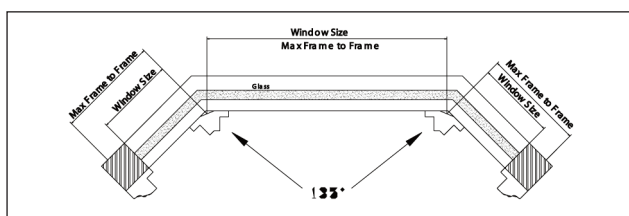
L Frame Outside Mount



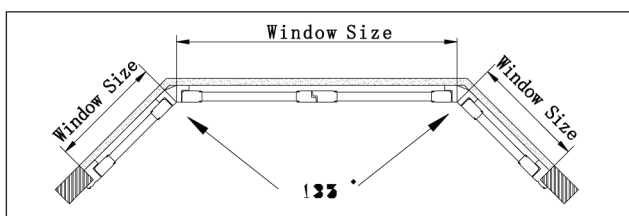
L Frame Inside Mount



Decor Frame Outside Mount



Z Frame Inside Mount



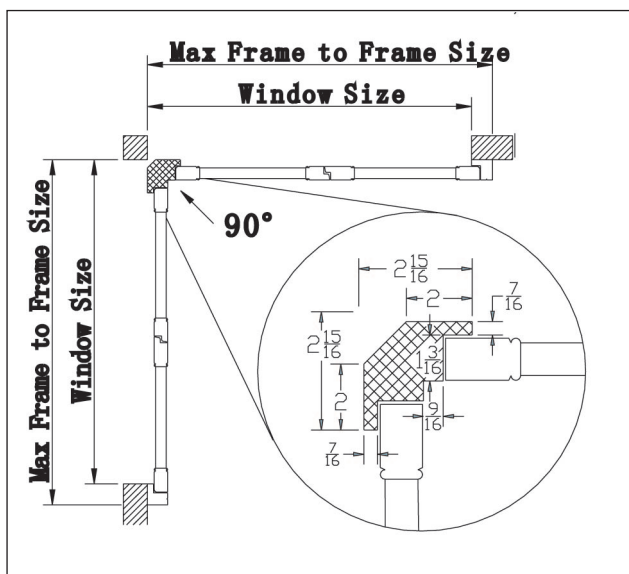
Custom Angled Corner Post

We offer corner posts in two standard angles, 135 degrees for bay windows and 90 degrees for corner windows. If you have a special request for a custom angle corner post, please note that a surcharge may apply.

Corner Windows

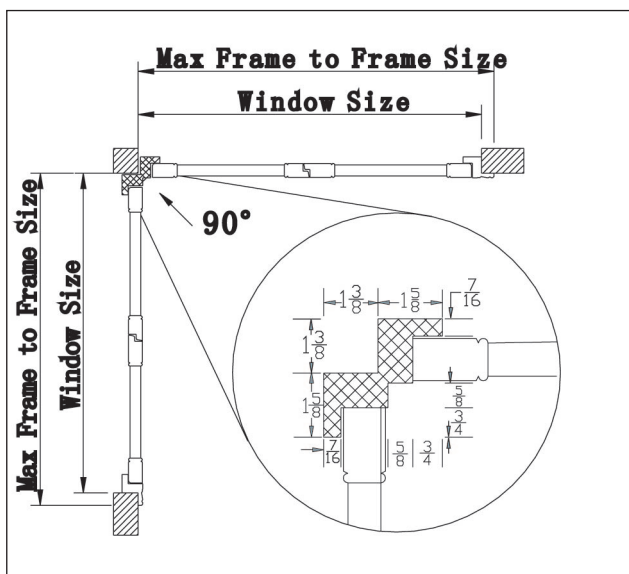
Outside Mount - Window size measurement

Specify Corner Group Left or Right shutter on the order form. When installing an outside mount corner unit, the corner frames are attached to the top and bottom of window opening only. Alternatively, you can also order extra frames to mount behind corner frames for ease of installation.



Inside Mount - Window size measurement

Specify Corner Group Left or Right shutter on the order form. Factory will make deductions and supply spacer. For inside mount corner shutters, there should be no objects protruding out of the corner.

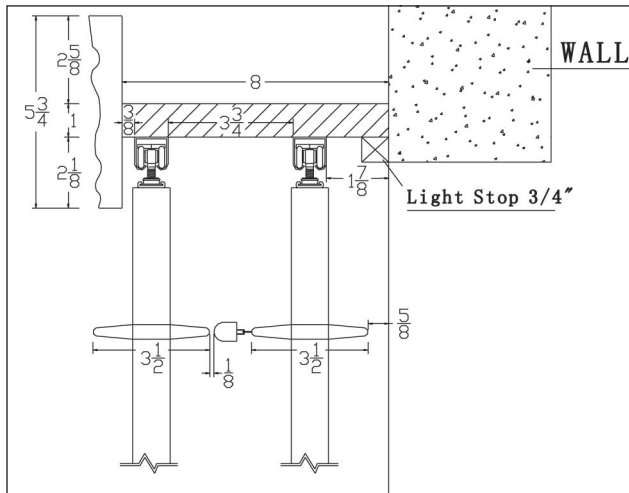


MEASURING -- By pass

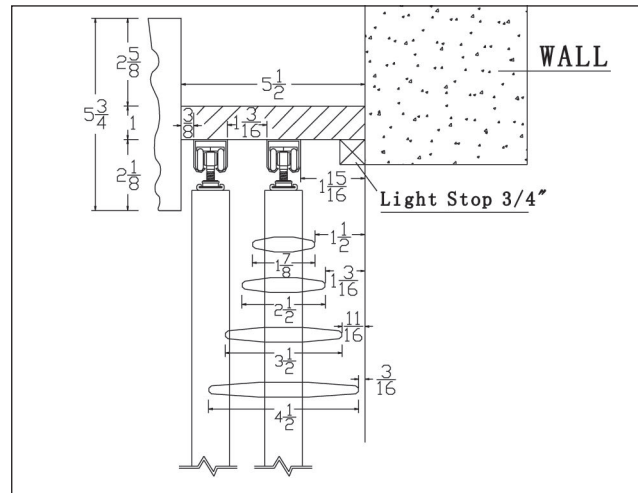
By Pass

To convert window size to Frame to Frame size, add $2\frac{3}{4}"$ to width, add $1\frac{3}{4}"$ to height. Frame to Frame on height is from the floor to the top of top frame (not including the valance). For Frame to Frame height with valance, add $4\frac{3}{8}"$ to window height. A Close By Pass, louvers have to be in close position when slide 2 panels to the same side. The frame depth will be $5\frac{1}{2}"$ for $3\frac{1}{2}"$ louver. An Open By Pass, louvers can remain in full open position when slide 2 panels to the same side. The frame depth will be $8"$ for $3\frac{1}{2}"$ louver.

$3\frac{1}{2}"$ Louver Open Bypass



$3\frac{1}{2}"$ Louver Close Bypass



PRICING

Price Calculation

Shutters are priced by the Square foot. Shutters can be ordered by Frame size or Window size. All pricing is based on shutter frame edge to frame edge size. The tables show how to get the pricing frame sizes. For your wholesale cost (per square foot) please contact ONYX customer service.

Ordering By Window Size:

Outside Mount Frames	L Frame Series	4 Sided	Width + 3.5"	x Height + 3.5"	/144	x \$/sqft
		3 Sided	Width + 3.5"	x Height + 1.75"	/144	x \$/sqft
	Decor Frame 2"	4 Sided	Width + 5.5"	x Height + 5.5"	/144	x \$/sqft
		3 Sided	Width + 5.5"	x Height + 2.75"	/144	x \$/sqft
	Decor Frame 3"	4 Sided	Width + 7.5"	x Height + 7.5"	/144	x \$/sqft
		3 Sided	Width + 7.5"	x Height + 3.75"	/144	x \$/sqft
Inside Mount Frames	Z Frame Trim	4 Sided	Width + 0.75"	x Height + 0.75"	/144	x \$/sqft
		3 Sided	Width + 0.75"	x Height + 0.375"	/144	x \$/sqft
	Z Frame Fine	4 Sided	Width + 2"	x Height + 2"	/144	x \$/sqft
		3 Sided	Width + 2"	x Height + 1"	/144	x \$/sqft
	Z Frame Crown	4 Sided	Width + 4.25"	x Height + 4.25"	/144	x \$/sqft
		3 Sided	Width + 4.25"	x Height + 2.125"	/144	x \$/sqft

*** This table is for pricing use only. Do not add the frame factors to window size to make measurement.

Determining Square Footage

Measure a standard window by taking the inside measurement of the width and height. Convert shutter width and height to decimals using conversion table:

Fraction	1/8"	1/4"	3/8"	1/2"	5/8"	3/4"	7/8"
Decimal	0.13"	0.25"	0.38"	0.5"	0.63"	0.75"	0.88"

Make the appropriate frame additions from the price chart above.

Multiply **framed width** (inches) x **framed height** (inches) & **divide by 144** to get your total square footage required.

Now multiply your price per square foot that customer service provide to you by the total square footage determined from your calculations above.

Add any applicable surcharges that may apply.

PRICING -- Surcharge

Surcharge

Specialty

Arch	\$ 200
Sunburst	\$ 220
Octagon	\$ 220
Hexagon	\$ 220
Circle	\$ 220
Elongated Eyebrow	\$ 220
Close By-Pass (2 tracks)	\$ 220
Open By-Pass (2 tracks)	\$ 250
Bi-Fold	\$ 220
French Door CutOut (L Frame only)	\$110
Racked	\$140

Others

Hidden Tilt Rod	1.2 / sf
Custom Color	\$ 150 per color
Dishout Cut	\$ 30.00 per cut (1 1/4" Max)
Double Hung	10%
Off Set Tilt Rod	5%
Flat Slade / Fix Louver	5%
Bay / Corner Window	8%
Liberty Arch Panel	8%
Flush Rail / Raised Panel / Solid Flat Panel	10%
Scribe less than 27 cubic inches	\$ 7.00 per piece
Scribe greater than 27 and less than 54 cubic inches	\$ 10.00 per piece
Scribe greater than 54 cubic inches	\$ 15.00 per piece
Extension less than 1"	5%
Extension equal to or greater than 1"	10%

LIMITED LIFETIME WARRANTY

ONYX Shutters warrants to the original buyer of ONYX Shutters Products that if installed, used and maintained according to ONYX Shutters written instructions, the product will be free from manufacturing defects for the reasonable lifetime, effective from the date of purchase by the original buyer. ONYX Shutters offers lifetime limited warranty on the hard wood and vinyl shutters against all mechanism defects, 5 years warranty on color fastness of paints. 2 year warranty on color fastness of stain on wood shutters. No salesperson, dealer, retailer nor any representative of ONYX Shutters has the authority to modify this Warranty in any way, either verbally or in writing. No other warranties are made except as set forth herein, and said Warranty is limited by the following terms and conditions: This Warranty shall remain in effect only if the Product has been installed, maintained, cleaned, treated and used correctly. This Warranty shall not apply if the Product has been damaged due to alteration, accident, misuse, misapplication, improper installation, abuse, normal wear and tear, exposure to the elements, moisture, improper maintenance or handling, fire, flood, or other Acts of God.

LIMITED WARRANTY LIMITATIONS

1. Product use: This limited Warranty applies only in respect to Products that are used strictly for the purpose in which they were designed, manufactured, sold and intended.
2. Warranty Limitations: ONYX's Liability is limited solely and exclusively to repair or replacement, at ONYX's option, of all or any part of the defective Product. Under no circumstances shall ONYX Shutters be liable for consequential or incidental damages resulting from the defective Product. This includes, but is not limited to costs of removal and reinstallation, disassembly and/or reassembly, damage or injury to other property, labor costs for any purpose, or any other expense.
3. Replacement Parts or Repairs: ONYX Shutters reserves the right to discontinue or change any of its Shutters Products as currently manufactured, at any time. If ONYX Shutters determines to make a replacement under the terms of this limited Warranty and exact replacements are not available, ONYX Shutters reserves the right to substitute a part or parts of equal quality at its sole option.

EXCLUSIONS FROM LIMITED WARRANTY COVERAGE

The following are excluded from coverage under this Limited Warranty.

1. Exposure to air pollutants and normal atmosphere conditions may cause wood surfaces to gradually suffer and accumulation of surface dirt and stains. These are normal occurrences and are not covered under ONYX's Limited Warranty.
2. Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
3. Any damage to the Shutters or components of the Shutters caused by settlement or structural defects of the building in which they are installed.
4. Any damage cause by wind, hail, lightning, rain, or other Acts of God, intentional acts, accidents, negligence, exposure to harmful chemicals or pollutants.
5. Any damage or defect cause by any person, licensed or not, who, after the Product's manufacture, handled, transported or installed the ONYX Shutters Product, regardless of that persons relationship to ONYX Shutters
6. Any Shutters Product that is manufactured outside of ONYX's standard factory specifications. This shall include, but not the limited to, custom manufactured Shutters Products for unusually shaped, or abnormally large applications.
7. Any shutters which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of ONYX Shutters

In the event that any part or provision of this limited warranty shall conflict with any present or future law, statute, ordinance, regulation or ruling, the latter shall prevail; provided, however, that the part or provision of this agreement which is effected shall be curtailed and limited only to the extent necessary to bring it within the requirements of law, and all other parts and provisions of this limited warranty shall remain in full force and effect. For service under this Limited Warranty, Please contact ONYX Shutters 909-869-7777. Please have available the proof of purchase and the purchase date and location, in addition to a detailed description of the problem. ONYX Shutters shall not be liable for shipping costs for Product inspection, service or repair, and is not liable for damages or loss occurring during shipping.

PLACING ORDERS

ONYX Shutters is open for business Monday through Friday from 8:30 a.m. to 5:30 p.m. (Pacific Time) and will accept orders 24 hours/day, 7 days/week. Will call hours are from 8:30 a.m. to 11:30 a.m. and 12:30 p.m. to 4:30 p.m. Each order is identified with a reference number for quick and easy status and identification. All orders are entered into the computer as they are received. You may place orders through fax, email, or internet. However, to eliminate ordering disputes, we encourage you to use our online order system.

ADVISORIES

While we make every effort to deliver custom products according to your specifications, we will try to advise or caution when we anticipate a problem. For specific product advisories, refer to your Reference Guide. However, we cannot possibly know as much about your window or desired functional application as you do. On questions of judgment, you will always be the authority.

FREIGHT POLICY

If an order is refused for any reason, you will be charged any fees that are levied by the freight carrier. ONYX Shutters uses FedEx, UPS and other carrier at the discretion of ONYX Shutters Inc..

FREIGHT DAMAGE POLICY

Upon receipt of your products, we ask that you inspect for damage immediately and notify ONYX Shutters as soon as possible. If circumstances prevent you from installing the shutters prior to the 7-day time periods, please be sure to inspect for damage within the 7 day time period. After that time period, we will be unable to remake the product at no charge. After being notified, we will immediately remake the damaged part of your order at no charge and issue a call tag for the damaged product if needed for inspection if the following steps are followed:

(1) Note any damage on the delivery receipt when receiving a product and notify ONYX Shutters within immediately. Note even the slightest damage or imperfection in the condition of the box on the delivery receipt; this could indicate "concealed damage".

DO NOT REFUSE THE SHIPMENT.

(2) If the damage is not discovered until after delivery, you will only have 10 calendar days to notify ONYX Shutters in order to have a new product sent at no cost. After the 10 days, ONYX Shutters will reorder, but it will be at your cost. We apologize for any inconvenience this may cause you, but we are unable to recover from the freight carrier after this period.

(3) If you do refuse the order, we will have to wait until the freight carrier has inspected for damage and given us approval to file a damage claim. We cannot remake a refused order before inspection has been completed.

To expedite the process, you can pay a \$120 re-delivery charge to receive and inspect the product yourself. Remember, if you accept the order and you inspect it at your location, we can remake it at that time. Damaged orders are aggravating for everyone. We appreciate you following these procedures so that you can receive your replacement product and ONYX Shutters can collect from the freight carrier who damaged your product. You Must save all boxes and packing material for 30 days or damage claim could be denied.

CANCELLATION AND MODIFICATION

The prompt delivery of your shutters requires strict manufacturing scheduling. Therefore, once an order has been submitted cancellation will not be accepted and you will be liable for the full cost of the shutter order.

CALIFORNIA MERCHANTS

In compliance with the California State Sales and Use Tax Ruling No. 68, California merchants are required to sign a California Resale Certificate to demonstrate that the merchandise is purchased for resale. We will not ship out your order until we receive a signed copy of the California Resale Certificate. Prepaid samples will be sent out accordingly.

POLICIES

Manufacturing Hold Policy

Invoices not paid within ten (10) days, or orders that cause your account to exceed credit limits will also cause your account to be put on manufacturing hold. Orders placed on manufacturing hold will be promptly release (production date will commence from release date) upon receipt of payment, bringing your account current.

Collection Policy

Any fees incurred in the collection of unpaid invoices to ONYX Shutters will be paid by the customer causing the action by their non- payment. These costs may include attorney's fees, court costs, or collection agency fees. This policy has been implemented on behalf of those customers who maintain their accounts in good standing. It is not fair to those customer who effectively manage their accounting and are in good standing, to have their order waiting in a production line with orders placed by accounts who do not pay their invoices in a timely fashion and are not in good standing. We understand that this may cause difficulties for those accounts that are historically late and that is unfortunate. However, ONYX Shutters is dedicated to improving both quality of product and the time it takes to produce our product for all of our customers. Often times we endeavor to produce products in rush situation, that end up sitting in our warehouse for slow and sometimes nonpaying customers.

Payment Term

For those of our customers who have terms with ONYX Shutters, the time period to pay is 10 days from the "ship date: on the invoice. Although problems or delays may be incurred from time to time with your order, ONYX Shutters expects that all in-voices will be paid in full. However, ONYX Shutters' credit department will expect all invoices to be paid in full in 10 days. If in-voices are not paid within the 10 day period, your account will be put on manufacturing hold. 1.5% interest will be charged to those invoices that have aged beyond 10 days. In order to offer the most aggressive pricing in the industry, our credit policy needs to be adhered to. If you take any deduction from your invoice, it will cause your account to be placed on hold. We regret any inconvenience our policy may cause you.

Color Variations

Even though strict quality standards are maintained to minimize color variations, we recommend that you not attempt exact color matches from your sample panels. It is a fact, that regardless of the industry, color changes are a reality from lot to lot. We also recommend ordering all shutter for the same room at the same time. We cannot guarantee exact color matching between orders and will not warranty this. To ensure color matching, all shutters for the same room must be ordered at the same time. This will eliminate possible variations due to different dye lots

LIABILITY RELEASE

We do not recommend ordering shutters that require a liability release. The liability release waives all expressed and implied warranties on the shutter(s) in question. In these situations, we are not liable for product performance and any oral or written agreement will not modify the liability release. Should liability be release, full payment will be required regardless of your payment arrangement with your own customer.

REORDERS

A reorder is issued due to your mistake. You will be charged for the reorder. Any damage occurring due to the improper handling by you will be considered an incidental damage. We will not be liable for any consequential or incidental damages. A reorder is necessary to replace or repair any shutters that were measured incorrectly, ordered wrong or damaged due to your improper handling.

SHIPPING CLAIMS

Upon receipt of shipments, you are responsible for immediately inspecting the entire shipment, regardless of the final date of installation. All shipping claims must be reported in writing within 10 calendar days of receipt.

REPAIR POLICY

We stand 100% behind our warranties offered on all of our products. As with other manufacturing companies in the industry, ONYX Shutters Inc. needs defective product to be returned to our company in order to be properly repaired by our company trained technicians. ONYX Shutters Inc. will not pay for back charges, return trips, or other charges incurred with the pick up, repair or re-installation of product.

Please read the following instructions our repair policy procedures so that any repairs can be completed as quickly as possible. First, call our customer service number to request a call tag to be issued. You should have the product wrapped in the most protective possible way. Also make sure to put the call tag number issued by customer service on the outside of the box so that we can direct the repair to the correct department without unnecessary delay. Within a couple of working days, the freight company should be by to pick up the call tag. If there working days have passed without a pick up, contact customer service immediately so another call tag can be issued on a more expedited basis. After pick up by the freight company and upon receipt at ONYX Shutters Inc. cannot be responsible for more damages or delays caused by the freight company. Upon completion of the repair, ONYX Shutters Inc. will send the product out via ground transportation to the location of your choice. Please be aware that all freight charges in and outstand labor costs will be paid by ONYX Shutters Inc. as long as the service pertains to warranted problems.

ALL REPAIRS MUST HAVE PHOTOS.