



Warranty Claim

Return authorization request • residential products

How to submit: complete one form per product, attach photos or a short video, and email it to sales@cblind.ca. CBM reviews the claim and sends a return authorization (RA) number before anything is shipped. Do not ship without an RA number. Questions? Call 604.821.1188 or toll-free 1.888.982.0888.

Date (DD/MM/YYYY)	Dealer claim / reference no.
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1 Dealer

Company name		CBM account no.
Contact name	Phone	Email

2 Product

CBM invoice or order no.	Tag / sidemark	Line no.	Room / location
Product ☐ Roller ☐ Montage™ ☐ Cellaris™ ☐ Horizontal ☐ Vertical			Width × height
Fabric and colour	Control (chain, cordless, wand, motor)		Housing
Motor, remote or accessory model	Serial number (motors, if available)		CBM invoice date
Installation date	Installed by	Mount ☐ Inside ☐ Exact ☐ Outside	

3 The problem

Describe the problem: what happens, when it started and how often	
What has been tried so far (for example re-levelling brackets, recharging, re-pairing)	
Attached ☐ Photos ☐ Video ☐ Copy of invoice	Product is ☐ Still installed ☐ Taken down

4 Confirmation Tick each statement that applies

- ☐ The product is installed in a private home (residential use). Commercial installations are not covered.
- ☐ The claim is for the original end owner, at the original installation.
- ☐ The product was measured and installed according to CBM instructions, with brackets level and in line.
- ☐ The product has not been altered or repaired by anyone other than CBM or an authorized CBM dealer.

5 Signature

Name	Signature	Date (DD/MM/YYYY)
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Claims are assessed under the CBM Limited Warranty in effect when the order was accepted. Freight to and from CBM, site visits, removal and re-installation are not covered unless CBM agrees in writing. CBM confirms the remedy, or any chargeable work, before going ahead.

FOR CBM OFFICE USE ONLY

RA number	Date received	Assessed by	Date
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Decision

☐ Repair ☐ Replace ☐ Credit ☐ Not covered ☐ Chargeable repair (quote sent)

Notes and return instructions



Canadian Blind Manufacturing Inc.
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