

COM Policy

(When we fabricate with Customer's Own Material)

Please remember that to receive the best look for your custom window treatments, it is best to use quality fabrics, trims, and hardware. What we carry in our store is quality goods which are guaranteed by our vendors.

Custom Window Treatments cannot be guaranteed unless we supply the goods. We also cannot be responsible for the final appearance of the treatment(s) if our products are not used.

A client may choose to use their own material (COM) for a 10% up-charge on labor. The client will be responsible for bringing the goods into the store for fabric pre-approval and inspection. We may choose not to work with the goods if we feel that the final product will not be quality. If we are unsure of the final outcome of the product but the client insists on using COM, then a waiver will need to be signed by the client.