

FAQs

Can I request fabric samples? Absolutely! You can order memo samples directly from our website to help you choose the perfect material and colour for your drapery.

How do I measure my windows? Visit our [Measuring for Drapery Instructions and Installations](#) for a detailed explanation and a step-by-step guide to installing rods and drapery yourself.

How do I choose the right drapery? Consider factors like the room's purpose, desired lighting, colour scheme, and fabric type. We offer a wide range of drapery styles to suit any interior.

How do I clean my drapery? Care instructions can vary by fabric. We recommend professional dry cleaning for the best results but always check for specific care instructions.

How do I install my drapery? Visit our [Measuring for Drapery Instructions and Installations](#) for a detailed explanation and a step-by-step guide to installing rods and drapery yourself.

How far should I extend my rod? We recommend extending the rod 6 inches beyond the outside window frame on each side. Visit our [Measuring for Drapery Instructions and Installations](#) for a detailed explanation.

When can I expect my drapery to be delivered? Lead times vary based on fabric availability and customization. Generally, it takes 4-6 weeks for delivery.

Where do you ship to, and what shipping company is used? We use Canada Post for nationwide shipping. Tracking will be made available to you with your email receipt and a link.

What is the return and refund policy?

- **Return Policy:** Items are eligible for return within 30 days of the original purchase date. Items must be in their original, unused condition, with all original packaging, tags, and accessories included.
- **Non-Eligible Items:** Used or damaged products that have been altered or damaged by the customer cannot be returned.

- **Return Process:** To begin a return, please email our Customer Service team, providing your order number and reason for the return. Each order is assigned a unique order number, which helps streamline the process. Our team will review your request and provide you with a Return Authorization Number and detailed return shipping instructions.
- **Prepare and Ship the Item:** Please use the return label provided and ensure the item is securely packed to avoid any damage during transit.
- **Restocking Fee:** A 15% restocking fee will be deducted from the refund after the item has been received and inspected.
- **Refund Process:** Once the return is approved, the balance will be refunded to your original payment method within 7–10 business days.

How do I make my drapes look more luxurious? You can use a combination of sheers and heavier drapes for a layered look. The 2-Pleat French and the Inverted Pleat styles feature sewn-in pleats. To achieve the elegant folds displayed in the photo, we recommend purchasing 2.5 times the width of your window.

Can I layer my drapes with blinds or shades? Absolutely! Layering drapery with blinds or shades adds dimension and can enhance privacy and light control. Try coordinating colours and textures for a cohesive look. Our design professional can help you with your selections; you can contact us through email or give us a call!

What if I have an unusually shaped window? If you are unsure how to measure or style your unusually shaped window, visit our **Contact Us** page for inquiries. Email us a picture of it and we will be sure to help you!

What hardware will I need? Choose hardware that matches your drapery style. Options include rods with rings, channel track, Klick System curtain track, and decorative finials.

What credit cards are accepted? We accept various payment methods including Visa, Mastercard, Amex, and debit cards.

When an order is placed, will you get an email receipt? Yes, a copy of the receipt will be sent to your email.

Do you have a showroom where I can see the drapery in person? Yes, we have a showroom where you can view our fabric options and styles. Check our website for location details and hours.

Do you offer custom drapery options? Yes, custom sizes are available. You can contact us through email or give us a call!

Do you offer professional design consultations? Yes, we offer design consultations to help you choose the perfect drapery for your space. You can contact us through email or give us a call!

Measuring for Drapery Instructions and Installations

How to calculate the width for your drapery:

- **Side Panels:**
 - Side Panels are a panel on either side of the window. They are decorative only and will not cover the whole window.
 - When measuring for side panels you can select the size of the panel by determining how much of the wall and window you would like to cover. We recommend covering 6 inches of wall space from the window if possible. This will make your window look larger.
- **Full Drapery to Cover the Whole Window:**
 - Measure the width of your window by measuring from outer frame to outer frame. We recommend hanging your drapes and rod with a standard of 6 inches past the width of the windows on either side. This number is the total width you will need to cover your window. For 2 panels, divide this number by 2. Our panels are sewn to be 2.5 times fullness and they come in varying widths starting at 20 inches each.

Finished Length:

- The finished length of the curtain panels must be determined. It's a good idea to hang your drapes as high as you can, or at least halfway between the ceiling or crown and the top of the window trim. Make sure to measure from the bottom of where you think your rod will be to the floor. Only flat back tab header style will be higher than the rod since the rod is inserted inside the back tabs of the drapery. The Inverted Pleat and the 2-Pleat French will hang below the rod.
- Our drapery panels come in various lengths starting at 96 inches.
- Custom lengths are available. Please contact us at info@TheViewWindowFashions.com for more details.

Measuring Tip:

- If you want your drapery to touch the floor (or kiss the floor) measure to the floor.
- If you want your drapes off the floor (or slightly above the floor) we recommend measuring to the floor and then deducting ¼ inch for that length.
- If you want your drapes to sit on the floor, add approximately 2 inches to the length.
- If you like the look of a puddle of fabric on the floor, add 6 to 8 inches to the length.

Installation:

- Determine the width of the window and decide how much you want the drapery to extend beyond the edges for fullness (standard is 6 inches on each side). Measure the height where you want the rod to be installed, typically 4-6 inches above the window frame for a more elongated and elevated appearance. Or halfway between the crown molding or ceiling and the top of the window frame.
- Mark the desired height and side measurements for the brackets and ensure the marks are level. Position the brackets at your marked spots and fasten them with screws, using a level to ensure they are straight.
- Once the brackets are securely in place, slide your drapery panels onto the rod, along with any rings or clips that may be necessary. Place the rod into the brackets, ensuring it's firmly secured. For even distribution, reposition the drapery panels as necessary. Make sure they hang properly and are adjusted to your preference.
- Follow the manufacturer's instructions to attach any decorative finials that may be on your rod.
- After hanging, open and close the drapes to ensure they glide smoothly along the rod.

Need More Help? If you need more help or have any questions, email us at info@TheViewWindowFashions.com.

I hope this helps! If you need any further assistance, feel free to ask.