

## CUSTOM MADE BLINDS - MANUFACTURER'S WARRANTY

This product is covered by a manufacturer's warranty. This warranty is in addition to and sits alongside any rights already covered by current consumer guarantees, which cannot be excluded. It provides you with additional peace of mind in the purchase of this product.

We recommend that you immediately inspect the product that we provide to you, to ensure that the product is of acceptable quality and matches the description we have provided. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

For the purpose of this warranty, "defect" does not include (and we will not replace or repair products suffering from) damage caused by:

- Normal wear and tear.
- Abuse, misuse or accident.
- Exposure to the elements
  - (sun damage) or discolouration over time
  - Installations subject to salt spray or marine influences
  - Severe industrial or corrosive environments.
- Exposure to high humidity
  - Resulting in mould & mildew or warping.
- Failure to follow care instruction with respect to cleaning and/or maintenance.
- Extreme weather events or other acts of God
- Modifications made by any person other than a representative of Sydney Blinds & Screens that is not in compliance with the product, otherwise provided by Sydney Blinds & Screens.

### What is covered by this warranty:

This product is warranted to be free from manufacturing defects for a period of 2 years.

- Any hardware used on the product (such as mechanisms, screws, headrails, cords, chains) is warranted to be free of manufacturing defects for a period of 1 year.
- Any stainless steel hardware is warranted to be free of manufacturing defects and moisture related defects (rusting, oxidising etc.) for a period of 2 years.
- Any paint/stain/lacquer used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 2 years.
- Motors sold by Sydney Blinds & Screens are warranted to be free of manufacturing defects for a period of up to 5 years. (Please refer to our Motors manufacturer's warranty section)

# SYDNEY BLINDS & SCREENS®

## We warrant that the product will be

- Fit for its intended purpose
- Safe and durable

## The product is not covered by this warranty if you:

### **Change your mind**

- Please choose carefully, as refunds or exchanges are not provided if you have simply changed your mind or made a wrong selection.

### **Didn't explain what you wanted properly**

- Realise it isn't appropriate or isn't what you visualised.
- Use the product in an abnormal manner, or it is damaged by misuse or accident – including events beyond human control that happened after the product was supplied.

Use the product for other than its normal intended purpose (unless we specifically advised otherwise)

### **Cannot show that you purchased the goods from us**

- Proof of purchase can be provided by supplying your original purchase number.
  - Other forms of proof may be taken into consideration where suitable.

## It is also NOT covered for:

- Damage caused by moisture, other than is found in normal atmospheric conditions.
- Wavering, cupping, 'V'ing or billowing in fabric, which is expected in all fabrics in varying degrees, depending on the individual properties of each particular fabric

## If you need to make a claim, the following steps should be followed:

Contact our Customer Service Team by one of the following methods

Phone: 9636 1555

Email: [sales@sydneyblinds.com.au](mailto:sales@sydneyblinds.com.au)

- Place a warranty repair or replacement request
- Provide details of the issue, and any relevant order numbers and job name so that we can identify your particular order and assist you better.

If the goods need to be inspected first, the Customer Service Team will organise this with you.

## WHAT WE WILL DO:

Your goods will be inspected/repaired/replaced as we deem necessary, within a reasonable time. This time may vary, depending on reasons such as parts availability, incorrect fault description etc.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

If the problem is deemed to be a major failure, a replacement or refund is available to you. If a refund is provided to you, it will be made by the same method of payment that you used to make your purchase. Refunds will normally be processed within 7 days.

There may be circumstances where you are not entitled to a remedy. Where the product is assessed and found that it does not breach the consumer guarantee or the conditions of this warranty, you may be required to pay costs incurred for the assessment.

The product will be returned to you at your original installation address, unless it is being replaced, or it is no longer required / wanted.

## CARE LABEL

You will need to regularly clean your blinds to avoid dust and dirt build-up and will help to protect the integrity of the material and maintain their visual appeal and functionality. Here a few cleaning and maintenance requirements.

**MOTORS:** Please refer to our Motors Warranties and select applicable product.

## REGULAR CARE

- To avoid dust and dirt build up you will need to do a regular clean.
- Use a clean soft cloth to dust as needed.

***We RECOMMEND CONTACTING US BEFORE ATTEMPTING TO CLEAN AS FABRICS VARY.***

## AVOID HARSH SUBSTANCES

**Do NOT** under any circumstances use abrasives, harsh chemicals or solvents to clean your Blinds as this can damage the look of your blinds.

**Do NOT scrub** or rub and this can cause distortion.