

CUSTOM MADE SHUTTERS – 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 the current consumer guarantees, which cannot be excluded. It provides you with the 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:
 - Installations subject to sea salt spray or marine influences.
 - Severe industrial or corrosive environment.
- 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:

PVC Shutters are warranted to be free from manufacturing defects for a period of:

- 7 years

Timber Shutters are warranted to be free from manufacturing defects for a period of:

- 3 years

Aluminium Shutters are warranted to be free from manufacturing defects for a period of:

- 10 years (limited)

Any hardware used on the product (such as hinges, screws, tracks & components ect) is warranted to be free of manufacturing defects for a period of 1 year.

Any paint used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of:

- PVC Shutters: 7 years
- Timber Shutters: 3 years
- Aluminium Shutters: 10 years

Minor change in colour is expected over time, and cannot normally be claimed as a defect under warranty.

We warrant that the product will be:

- Fit for its intended purpose.
- Safe & durable.

This 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 installed.

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/order number. Other forms of proof may be taken into consideration where suitable.

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

If the goods require an inspection, the Customer Service Team will arrange this with you.

What we will do:

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

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 is no longer required / wanted.

CARE LABEL:

DO NOT USE HARSH CHEMICALS.

Using the soft brush vacuum attachment you can gently remove the dust and debris.

Alternatively, you can use a duster and gently wipe the areas to remove any dust and debris.

For any spot cleaning, gently use a **damp** cloth. (Please note: Any water residue may affect *Timber Shutters* by ways of warping or bending and you must ensure that ALL areas are completely dried).

If you are at all unsure, please contact us for further instructions.