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# Warranty Information

## **CUSTOM MADE CURTAINS & 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 you are completely satisfied with your purchase, including that the product is of acceptable quality and matches the description we provided to you.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Custom Made Curtains**

- 2 Year - in the case of Curtains, Curtain Sheers, Tiebacks, and Roman Blinds
- 3 Years - in the case all Internal and External Blinds and Curtain Tracks & Rods;
- 5 Years - on all Acmeda and Somfy motorization

### **Roller Blinds/ Verticals/ Panel Glides/ Venetians**

- 2 Year – Manufacturers Warranty which covers any hardware (inclusive of mechanisms, screws, headrails, cords, chains, motorized devices)
- 5 Years – Manufacturers Warranty on Somfy Motors (only for defects in materials and workmanship)
- 7 Years – Manufacturers Warranty on Alpha Motors (this does not include DC Motors which have a warranty of 3 years)

\*Fabric wavering, cupping, or billowing which is expected in all fabrics in varying degrees, depending on the individual properties of each particular fabric is not included\*

**What is covered by this warranty:**

This product is warranted to be free from manufacturing defects for a period of 1 years. Any hardware used on the product (such as mechanisms, screws, headrails, cords, chains, motorized devices) is warranted to be free of manufacturing defects for a period of 1 years. Any stainless-steel hardware is warranted to be free of manufacturing defects and moisture related defects (rusting, oxidizing etc.) for a period of 1 years.

Under some special circumstances the warranty may be extended by the supplier should they see fit, each supplier has differing warranty periods and circumstances so I cannot provide an exact period on their behalf.

Any paint/stain/lacquer used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 1 years. The timber under a stained or clear lacquer finish is subject to change of colour, from influences beyond human control. This change in colour is expected, and cannot normally be claimed as a defect under warranty.

We warrant that the product will be:

- Of acceptable quality
- Fit for its intended purpose
- Match any description you were given
- Match the sample or demonstration model you were shown
- Safe and durable

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

- Change your mind, please choose carefully, as refunds are not usually provided if you have simply changed your mind or made a wrong selection. We recommend checking your order carefully before placing your order for manufacture or supply.
- Didn't explain what you wanted properly.
- Realize it isn't appropriate or doesn't fit.
- 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).
- Return the product after an unreasonable amount of time.
- Cannot show that you purchased the goods from us, proof of purchase can be provided by supplying your original purchase receipt, bank or credit card statements, or lay-by agreement. 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, where the product is stated as having water resistant features, this point will not apply, subject to the conditions set out in product specifications and/or manuals.
  - 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.
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**If you need to make a claim, the following steps should be followed:**

- Email a repair claim to [customerservice@blindo.com.au](mailto:customerservice@blindo.com.au) or [sales@blindo.com.au](mailto:sales@blindo.com.au)
- Call us on 07 3439 8055
- If the blind needs to be inspected first, contact us via phone or email to arrange a suitable day & time.
- If the blind can be returned, please deliver to: Blindo Pty Ltd, 4/55 Commerce Circuit, Yatala QLD 4207

Where the goods are assessed to have breached the consumer guarantee or the conditions of this warranty, the costs of returning the goods will be carried by us. Generally, we will organize the transportation and therefore carry these costs; however, if you do incur freight expenses you can contact our Customer Service Team on the number above to make a claim.

**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, shipping times 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 labour, assessment and/or freight fees.

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

## **CARE INSTRUCTIONS - CUSTOM MADE CURTAINS**

Please refer to the label on the curtains which refer to the below instructions;

### CARE LABEL No. 3A

For use on pigment or solid coloured pigment cotton & linen fabrics. Remove hooks, rings & trims before cleaning. Gently vacuum with appropriate attachment. Warm machine wash. Do not rub or wring. Do not bleach. Do not tumble dry. Drip dry in shade. For best results hang curtains by their hooks to dry. Use warm iron lengthways. Do not dry clean ☒. Possible shrinkage 3%

### CARE LABEL No. 3M

For use on cotton and metallic print. Remove hooks, rings & trims before cleaning. Gently vacuum regularly with appropriate attachment. Warm hand wash in synthetic detergent which does not contain enzymes or perborate. Do not bleach. Do not soak. Do not rub or wring. Drip dry in shade. For best results hang curtains by their hooks to dry. Warm iron under dry doth. Do not dry clean ☒. Possible shrinkage 3%

### CARE LABEL No.6

Coated fabrics. Dry clean Wash. For use on acrylic foam backed fabrics and flock coated fabrics of both man-made fibres and cotton. Regular care will minimize the need for additional cleaning. Gently vacuum with appropriate attachment. Always exercise caution when spot cleaning. Test cleaning on non-exposed surface. Avoid excessive rubbing and abrasion. Remove hooks, rings & trims before cleaning. Possible shrinkage 3%. Dry Cleanable @. Use specialist curtain dry cleaners as recognised by the Window Coverings Association of Australia Inc. For perchlorethylene: Solvent temperature 18-20°C. No moisture, gentle cycle, moderate loading (approx 50% capacity) to minimise mechanical action. One bath Dry cleaning Procedure: 3 minutes passing through the filter, reduced mechanical action, 2 minutes drain to tank or still, 2 minutes extract to tank or still. Two-stage Drying Procedure: 25 minutes drying at 55°C, then 6 minutes drying at 35°C. Deodorise 6 minutes or until curtains are cool. For White Spirit or Hydrocarbon Standard cleaning practices are appropriate. Hang curtains upon removal from machine. Do not iron/press coated side. Warm iron/press on fabric side only. Washing: Curtains are heavy when wet. Professional wet cleaning recommended. DO NOT WASH IN DOMESTIC WASHING MACHINE

## **CARE INSTRUCTIONS - FABRIC BLINDS (INCLUDING, ROLLER BLINDS, VERTICAL BLINDS, PANEL GLIDES)**

To remove dust from the blind surface we recommend vacuuming regularly using low suction, or a suitable soft duster or non-coloured cleaning cloth. Avoid pulling or stretching the fabric. Always remove dust from the fabric before cleaning. Treat spills and stains as soon as possible. Wipe gently with a slightly damp cloth to remove any liquid or matter from the fabric surface. Do not use a coloured cloth. It is important to do a test clean on the least visible area of the blind. In case of stains, clean with a solvent free cleaner, such as a mild clear dishwashing detergent applied to a clean cloth or sponge. Do not use any abrasive substances, or any solvents that may deteriorate any PVC coatings. Do not saturate the fabric with water or other cleaning liquids. Allow the blind to dry completely before rolling/folding up the blind.

## **CARE INSTRUCTIONS – VENETIAN BLINDS**

Use a suitable soft duster or non coloured cleaning cloth. For Timber Venetians, wipe gently with a damp cloth to remove any dust, liquid or hard matter from the blind surface. Do not use any abrasive substances, or any solvents that may deteriorate any lacquered coatings.