

# Terms and Conditions of Sale

In these terms:

Goods means the blinds, window furnishings or other products manufactured or supplied by JJ Blinds & Shutters and the subject of the order made by You.

You and Your means the person ordering Goods from JJ Blinds & Shutters or We or Us or United Home Services, thereafter Uhs whose registered office is at Unit1 ,7 Old plenty road, South Morang,Vic 3752

All orders placed with JJ blinds & Shutters or UHS shall only be accepted subject to these terms and conditions.

## 1.0 ORDERS

All orders should be in writing and or placed electronically, and no responsibility will be accepted for verbal orders.

## 2.0 Payment Policy

Transaction Currency AUD - All transactions are processed in AUD .

Payment options Bank Transfer, Eftpos credit card (Master card or Visa) or PayPal

A credit card surcharge of 2.5 % for Eftpos or 2.8% will be processed through PayPal.

Please note; this surcharge will be applied when you place the order.

## 3.0 INSPECTION

The customer shall examine the products immediately after delivery and JJ blinds & Shutters will not be liable for any defect or damage unless we receive details within 2 days of the date of delivery of the products.

If the parcel is damaged upon receipt, please refuse delivery and the box will be returned to sender.

Please contact us immediately so we can contact our carrier and advise.

As soon as we receive damaged blinds we will rectify by repairing or remaking blind.

## 4.0 WARRANTY

JJ blinds & Shutters its products to be free from defects in material or workmanship under normal and proper use for a period of 12 months for internal blinds. This warranty commences from the date of the tax invoice but is subject to receipt of payment in full.

Notification of defective materials and equipment must be made within the warranty period.

The purchaser is responsible for any freight costs relating to the repair or replacement. JJ blinds & Shutters will not be responsible for any consequential damages during or following installation procedures.

This warranty shall not apply in the event usage, adaptations or installations are not in accordance with UHS written installation and operation instructions.

- 4.1 if the product has been opened, dismantled or returned with clear evidence of abuse or other damage.
- 4.2 if written instructions, for installation have not been followed.

- 4.3 if the blinds are incorrectly measured and the measurement was not directly undertaken by JJ blinds \$ shutters
- 4.4 if the fabrics have not been cleaned according to the instructions provided by the supplier.
- 4.5 if any damage to the goods is caused by fire and/or water.
- 4.6 if the blinds have been damaged due to wind, hail and/or snow.

## **5.0 REFUNDS OR RETURNS**

As all your blinds are custom made to your specifications, they are not suitable for resale or re stocking, therefore we do not accept any returns or refunds for incorrect measurements or colour discrepancy. Please ensure that all details are correct before finalising your order.

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

Dint explain what you wanted properly

Realise it isn't appropriate or doesn't fit

Use the product in a abnormal manner or its 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 a unreasonable amount of time.

Cannot show that you purchased the goods from us

Wavering cupping, 'V'ing of billowing in fabric, which is expected in all fabrics in varying degrees, depending on the individual properties of each particular fabric.

## **6.0 TRADING HOURS**

our trading hours are Monday to Saturday 8.00 am to 5.30pm Australian Eastern Standard Time.

## **7.0 CANCELLATION OR CHANGES**

once an order is received by United Home Services order may be varied or cancelled, only if variation or cancellation is received within 24 hours by email, or phone within 24 hours of placing your order.

If this timeframe has passed we will not be able to cancel or adjust your order as we will begin manufacturing the blinds you have ordered.

UHS reserves the right to cancel your order if:

- 7.1 payment was declined by your financial institution
- 7.2 we cannot fulfil your order due to shortage of stock or stock is no longer available or
- 7.3 if one or more of the goods you order was listed at an incorrect price, due to a website malfunction or a typographical error on our behalf.

If in the event that we cancel your order we will notify you via email or fax and we will refund your credit card as soon as possible.

## **8.0 DELIVERY TIME**

JJ blinds & Shutters will make every effort to deliver your order in the shortest possible time however, we

will not be whatsoever liable for failure to deliver, or procure delivery of the whole or any part of the goods. On average you are looking at delivery within 12 – 20 working days. However, during peak i.e. Christmas and New Year you may be waiting up to 4-6 weeks.

## **9.0 Shipping and Delivery Policy**

We deliver products Australia wide using courier transport services not Australia post. Hence we require a street address for this purpose.

JJ blinds & shutters or UHS do not take any responsibility for incorrect information.

Shipping costs start at of \$25 depending on the size of the blinds or shutters area.

Deliver prices can vary based on the length and weight of your parcel. You will be provided with a price including delivery when you place your order.

Please note all couriers will have a give authority to leave your parcels unattended in the nominated delivery address when you place your order.