

JJ Blinds & Shutters - 12 months warranty for Indoor blinds

Things you should know

- There will be gaps between the edge of your Blinds and your architraves, if your blinds are mounted on the inside on the window frame, meet in the corner, or butt together
- There may be some colour variations in your Blinds if they are made from Timber, Aluminium or PVC
- All our Blinds are perfectly square, though your windows may not be. Your Blinds may not always sit straight or perfectly flat if this is the case
- If you roll your Blinds up and down gently, this will help for the long term life of your Blinds
- It is Government Law to have child safety locks installed with your blinds, if it forms a loop below 1600mm from the floor.
- Various materials may shrink and expand, depending on the weather conditions
- We don't warrant Architraves. If the Blind comes away from your wall, the customer is liable as this is a builder issue
- Separate Orders, or blinds bought at different times, may have a variation in colour
- Blinds under 800mm and blinds with drop 2 times greater than width do not always track properly and won't be covered by warranty.
- There will be **NO WARRANTY** on Blinds if installed into plaster (Plaster is the makeup of a house. It will in-dent and sag)
- We strongly advice Roller Blinds on Doors where the blind is fixed as it only takes up small amount of the door and is much more durable
- Metal / Plastic chain occasionally snaps off, chain joiner or replacement chain will provided on request.
- If there is an issue with the blinds at installation, we will make it a priority to have the issue rectified in the quickest possible timeframe and the blinds re-installed at your earliest convenience
- The warranty will only be accepted on your Blinds, if you have paid for your Order in full. From time to time, suppliers may run out of material due to Out of Stocks. We will advise our customers of this as soon as we are notified by our supplier. The customer has the option to 1) choose another colour 2) Wait for the stock to come in 3) choose another colour from a different fabric range and pay the difference in price if it is a higher fabric quality
- We reserves the right to refuse any business from clients which includes (No price match if the product is wholesale, cut down blinds, blinds from overseas, home based business, online quotes Etc.)
- We do not advise to do Roman Blinds on Doors due to the fact that the height will take up the percentage of the doors and there is a chance you may brush your head against the bottom panel.

- This warranty does not cover any product which fails due to accident, alterations, misuse, abuse, misapplication, improper handling ,improper operation or cleaning, and normal wear and tear (examples: normal fabric fraying and loss of colour intensity from prolonged use, exposure to salt air, damage from insects or pets).

- Wood blinds and natural woven shades are made from natural materials. As such, the following are to be considered as naturally inherent characteristics: variations in colour, grain and texture, natural markings (knots, mineral deposits, etc.), minor bowing or warping of slats, and natural materials. In addition, excessive warping of wood blinds or natural woven shades is excluded if installed in a high humidity area.

- This warranty does not cover cost associated with warranty service which includes, but is not limited to, transportation costs to and from our store, costs of removal, re-measure or reinstallation of product, or any incidental or consequential damages.

Our 12 months Warranty does not cover the following after the first three months:

- Wear and Tear of the Blinds
- Miss-Treatment of the Blinds
- Holes in the material
- Runs in the material
- Fraying of material
- Labour
- Puckering of material over 2100mm

Fabric bagging or Ving

Larger blinds, especially Holland's will show fabric bagging or wavering or puckering effect. The width of the blinds and height can contribute to this effect. Blinds wider than 2400mm are more likely bag. Weather conditions and artificial light may also play a part with the blind. To reduce the effect, the blinds can consider to splitting in smaller size or heavier tube (customer pays for this option as this is not standard option we don't guarantee doing this way eliminate the problem completely).

Fabric puckering or waving/ curling or cupping on side can occur causing when they are long drop or railroaded,

Do note: **FABRIC DO NOT BEHAVE LIKE GLASS AND MAY NOT HANG FLAT AT TIMES.**

Roller blinds and Roman blinds over 3000mm in width or drop are not covered by any warranty as they are over the manufacturer specification.

Romans blinds internal fix /recess fix are not covered under warranty; do note the drop on the Romans blinds will settle over the time after installation, as this is unpredictable; the final drop may vary up to 20mm.

Roman blinds are made of materials that moves, expands and contracts in different directions. Further to this, sewing the batten pockets places the fabric under tension and can cause puckering or ripples. There could be likelihood of light showing through the stitching

Ecwood /timber Venetian blinds (50MM OR 63MM) BLINDS OVER 4 SQM are not covered under manufacturer warranty.

Awning /Outdoor product specification under warranty

No awning should be out and down during strong windy conditions

Straight drop / spring roller/automatic/fixed guide awnings /Rope and pulley –max width 4865mm, max drop is 3600mm

Convertible awning max width 4265mm, max drop 2700mm

Side guide Spring Operated channel awning: max width 3365, max drop 2700mm

Crank operated wire guide: max width 4865mm, max drop 3600mm

Note: if using clear Pvc, the maximum is 3000mm x 2400 (Drop) in all awning