



WARRANTY

Thankyou for the purchase of roller blinds from Grace Curtains & Blinds. Below are terms and conditions under which your window furnishing are covered under manufacturer warranty.

1. Warranty

Subject to the terms and exclusions below, Grace Curtains & Blinds warrants that the following products supplied and installed by Grace Curtains & Blinds (**Goods**) will be free from all defects due to faulty design, materials or workmanship (either in the Goods or installation) (the **Warranty**). It is important that you read this document carefully and in its entirety in order to understand when the Warranty does and does not apply, and how to make a Warranty claim.

2. Blinds

2.1 The Warranty applies to the following Goods:

- (a) Roller Blinds (also known as Holland Blinds);
- (b) Vertical Blinds;
- (c) Venetian Blinds;
- (d) Roman Blinds;
- (e) Panel Glide Blinds;
- (f) Motorised Blinds;

2.2 The Warranty will cover:

- (a) subject to paragraph 2.2(b), for five years (unless a shorter warranty period is specified), replacement of defective materials and parts;
- (b) for one year, replacement of defective materials and parts on Goods manufactured overseas;
- (c) for one year, labour to:
 - (i) replace or repair defective material and parts;
 - (ii) resolve puckering of material where material is under 2 metres in width; and
 - (iii) rectify manufacturing faults.



2.3 The Warranty will NOT cover:

- (a) marks or imperfections in, holes or runs in, or fraying of the material which occurs more than 7 days after installation;
- (b) broken chains, cords or mechanisms which occurs more than three months after installation;
- (c) blinds that shrink or expand due to weather conditions;
- (d) puckering of material where material is over 2 metres in width;
- (e) lines, creases or waves. (leave blind in down position for 2 to 4 weeks)
- (f) blinds under 600mm in width; or
- (f) blinds installed in plaster or other non-standard structures. Non-standard refers to any structures other than timber or aluminium frames and/or timber architraves. we take no responsibility for the strength of any surface we fix into.

3. Plantation shutters

3.1 The Warranty applies to the following Goods:

- (a) Fauxwood (PVC) Plantation Shutters;
- (b) Basswood (timber) Plantation Shutters; and
- (c) Aluminium Plantation Shutters.

3.2 The Warranty will cover:

- (a) for three years, fading or peeling which has occurred consistently across the inside and outside of panels and the framing;
- (b) for one year, defects in parts and mechanisms (including screws, hinges and control bars); and
- (c) if noticed on or within seven days of installation, broken blades, cracks in frames or panels, paint or dirt blemishes.

3.3 The Warranty will NOT cover:

- (a) inconsistent fading or peeling (for example, only on the outside of the shutters);
- (b) imperfections that are not visible to the naked eye from a distance of 1.5 metres;
- (c) broken blades, cracks in frames or panels, paint or dirt blemishes noticed or occurring more than seven days after installation; or
- (d) shutters that come away from the wall due to installation with architraves.



If we have replaced your Basswood (timber) Plantation Shutters due to fading or discolouration of the stain, the Warranty will not cover the replacement shutters if you select the same or a different stain colour. The Warranty will only cover the replacement shutters if you choose a white or painted colour in Basswood (timber), or Fauxwood (PVC) Plantation Shutters as a replacement.

6. General Exclusions

Despite anything in this document, and in addition to the product-specific exclusions, the Warranty does not apply to the following:

- (a) Goods ordered prior to 9 February 2012, in which case a one year warranty applies to all Goods on the terms set out in this Warranty;
- (b) Goods that have not yet been paid for in full (other than where third party credit has been provided);
- (c) normal wear and tear of the Goods;
- (d) failure to follow any procedures specified or recommended by Grace Curtains & Blinds;
- (e) any act or circumstance beyond Grace Curtains & Blinds control, including tampering, unauthorised repairs or modifications, misuse, abuse, accident or damage caused by animals or natural events;
- (f) labour costs after 12 months following installation;
- (g) for online orders or where the client provides measurements and handles installation:
- (i) failure by the client to properly measure windows or doors, or supply of incorrect measurements by the client; or
- (ii) failure by the client to properly install any self-installed Goods; or
- (h) consequential loss, whether direct, indirect or economic and whether arising in contract, tort or otherwise.

7. To make a Warranty Claim

7.1 Making a Warranty Claim

To make a Warranty claim, a client must, within 14 days of discovering a defect in the Goods:

- (a) advise Grace Curtains & Blinds of the details of the defect; and
- (b) provide to Grace Curtains & Blinds details of the purchase of the Goods and proof of purchase reasonably acceptable to Grace Curtains & Blinds..

7.2 Service Fee

- (a) Grace Curtains & Blinds will charge a \$110.00 service fee (**Service Fee**) to attend a client's premises to inspect Goods that are the subject of a Warranty claim.



(b) The Service Fee will be refunded if:

(i) the alleged defect is covered under this Warranty and the Warranty claim is made within 12 months of installation; or

(ii) a consumer guarantee applies under the Australian Consumer Law (see clause 9).

(c) If the alleged defect is not covered under this Warranty or by a consumer guarantee under the Australian Consumer Law, or a Warranty claim is made later than 12 months after installation, the service fee will not be refunded and the client will also be required to pay the cost of labour and parts.

7.3 Repair or replacement

If the Warranty or a consumer guarantee applies, Grace Curtains & Blinds will arrange with the client for the rectification of the alleged defect to be carried out, or (at Grace Curtains & Blinds' option) for new Goods to be installed. Grace Curtains & Blinds will not be responsible for any costs incurred by the client in notifying Grace Curtains & Blinds of the defect in the Goods.

7.4 No extension to Warranty period

Repairs carried out or replacements provided under this Warranty do not extend the relevant warranty period, and do not initiate a new warranty period. The warranty period for any replacement parts or new Goods installed will end together with the initial Warranty.

8. Things you should know

(a) 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.

(b) Your windows may not be perfectly square and your Blinds may not always sit straight or perfectly flat if this is the case.

(c) If you roll your Blinds up and down gently, this will help for the long term life of your Blinds.

(d) Grace Curtains & Blinds does not advise clients to install 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. We strongly advise the installation of Roller Blinds on doors as an alternative.

(e) Venetian Blinds are not designed to be lifted up and down on a regular basis. To get the most life out of your Venetian Blinds, we therefore advise to open Venetian Blinds by tilting the slats horizontally rather than lifting the blinds completely.

(f) It is required by law to have child safety locks installed with your blinds. All of Grace Curtains & Blinds' installations are installed with child safety locks.



(g) Subject to the Australian Consumer Law, Grace Curtains & Blinds' responsibility under this Warranty will not exceed the purchase price of the Goods or their replacement.

(h) The benefits given by this Warranty are in addition to other rights and remedies you may have under a law in relation to the goods to which the Warranty relates.

9. Australian Consumer Law

(a) The Goods and their installation come with guarantees that cannot be excluded under the Australian Consumer Law. Any exclusions in this Warranty are subject to the Australian Consumer Law, and this Warranty does not override or alter your rights under the Australian Consumer Law. The client is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The client is 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.

(b) Where a failure does not amount to a major failure, Grace Curtains & Blinds will provide, at Grace Curtains & Blinds' option, a repair, replacement or refund for the Goods. If the Goods are, or a component of the Goods is, no longer available and the Goods cannot be repaired, Grace Curtains & Blinds will, in its absolute discretion, replace the Goods with a substitute item.

This Warranty is provided by Grace Curtains & Blinds Pty Ltd.

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