

BLINDS AND SHUTTERS WARRANTY

Caleys Blinds proudly extends the following warranty on products and services to the original buyer, with proof of purchase.

This warranty is valid when payment has been made in full and proof of purchase is provided to Caleys Blinds.

This warranty is not transferrable and only the original purchaser of the products can make a claim under this warranty. Claims made against transit damage, short supply, or visible defects to the products, must be reported within forty-eight (48) hours of receipt of goods, and be accompanied by photographic evidence for assessment by Caleys Blinds.

Standard Product Warranty

What is covered:

- Roller Blinds are covered for 10 years on fabric, operating mechanisms, and components.
- Hard wired Motors are covered for 7 years, Battery Motors are covered for 5 years and Remote Controls are covered for 7 years.
- Vision Blinds are covered for 3 years.
- Honeycomb Blinds are covered for 3 years.
- Vertical, Aluminium Venetian, Cedar Venetian, Composite Venetian, and Marupa Venetian Blinds are covered for 5 years.
- Riviera (Interior) are covered for 10 years on the product and 5 years on the finish and components.
- Bermuda Shutters (Exterior) are covered for 10 years on the product and the powder coat finish and 5 years on the hardware / components.
- Provence Shutters (Interior) are covered for 10 years on the product, 5 years on the components, 3 years on the paint finish and 2 years on the stain finish.

What is not covered:

- Product failure due to improper installation unless installation services were provided by Caleys Blinds.
- Normal variations in colour grain or texture of natural products, slight warping of wood products, and natural colour changes to materials that take place over time.
- Products that exceed size recommendations or are otherwise made outside Caleys Blinds specifications.
- The cost of access equipment (e.g. Scaffold, cherry picker, scissor lift, etc.) or electrical works necessary for repairs.
- Any conditions caused by normal wear and tear.
- Alterations and repairs to the product not carried out by a Caleys Blinds representative, water damage, accidents, misuse.
- Exposure to the elements (sun damage, wind, or rain), discolouration over time.
- Exposure to chemicals, and any type of corrosive element such as, cleaning products, insects, marine environments, and salt air.
- Any damage resulting from exposure to high moisture and high humidity environments (resulting in mold, mildew, or fungal growths) e.g. kitchens, bathrooms.
- Condensation damage.

Please note the following:

- Resolution of Warranty Issues: If it is determined that warranty service is required, it will be determined at the sole discretion of a Caleys Blinds representative whether the product will be repaired or replaced.
- Matching Products: In the event that there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original specifications. If this is not possible, we will match the product as closely as possible.
- Non Caleys Blinds Products: Products sold by Caleys Blinds under a different brand name are subject to the warranties of the specific manufacturer.
- Transportation Costs: Caleys Blinds offers professional installation warranty for one year if installation is provided by Caleys Blinds. In other cases, it is the responsibility of the customer to transport the product to Caleys Blinds. Costs associated with product removal, re-installation, transportation to and from the repair facility are not covered in this warranty.

Professional Installation Warranty

If professional installation services are provided by Caleys Blinds along with the product, Caleys Blinds offers a warranty that such installation services will be free from defective installation. This installation warranty extends to the original buyer, with proof of purchase, for up to 1 year.

Additionally, if installation services are provided by Caleys Blinds then Caleys Blinds will come to your home to attempt to perform any service required under the "Standard Product Warranty" at no additional charge for 1 year from date of purchase. If it is necessary to remove the product from the home in order to complete the repairs, Caleys Blinds will re-install the product free of charge.

Please Note the following:

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall Caleys Blinds be liable for lost profits, or other indirect, incidental, consequential, special, or exemplary damages. This includes, without limitation, storm, fire, flood, cyclone, standing water, explosion, earthquake, vandalism, riot, act of war, pollutant, act of god or other occurrence beyond the control of Caleys Blinds.

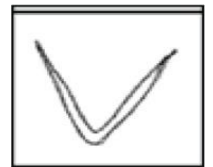
Warranty Procedures:

For warranty service, call **07 571 4141**. Please have original invoice ready.

Important information

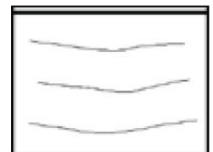
Fabric "V"ING

Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V"ing. This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.



Patterns

Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.



Railroading and Cupping

Selected fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds.



Light Gaps

All roller blinds allow light to pass around the sides of the fabric (even when blackout fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. Light Gaps are most prominent when a blind is fitted inside a window recess. Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels.



Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options.

