

## **MANUFACTURER'S WARRANTY – INTERIOR BLINDS (2019)**

Subject to the conditions and exclusions of this warranty, Windoware Blinds and Awnings warrant our products to be free from defects in design, materials and workmanship of the goods at the time of delivery for 3 years from the invoiced date. As Windoware are not the installers, the warranty expressly pertains to the goods supplied on the invoice. Motorisation has a separate warranty.

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.

### **Acceptable Standard Guidelines:**

If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is considered to be a defect, otherwise it considered to not be a defect.

### **General Information:**

- The Windoware range of Interior Blinds are designed for Sun Protection within the Interior envelope of the building.
- Windoware Interior Blinds are not designed to be used as wind breaks or shelters from storms.
- If motorised, your motor has been pre-set in the factory and adjusted by the installer during installation and does not require further adjusting by the owner
- If the motor is used repeatedly in a short period of time, it will overheat and automatically shut down until it is cool enough to use again. This is a protection feature to prevent burn out and is a normal function for the safety and longevity of the motor
- Do not direct water toward the motor
- The fabric warranty is covered by the fabric manufacturer and the appropriate warranty is applicable to the fabric chosen
- All fabrics can have slight variations in colour due to die lots

### **Exclusions and Limitations:**

This warranty will not apply if:

- Non Windoware approved components are used on the blind.
- The blinds are damaged due to the installation process or unseen and unknown forces.
- The product is installed in a moving dwelling, eg. Boat, Caravan, Mobile Home, etc.
- If the blind has been altered by a non-authorized agent

Under this warranty:

- The owner is at all times responsible for the repair of defects caused by either intentional or accidental damage (including but not restricted to) fire, neglect, abuse or misuse, alterations by the consumer or a third party, incorrect or incomplete installation or operation, an act of god, vermin or foreign matter, dirt, moisture, etc.
- Windoware will have the final say on the acceptance or rejection of the warranty claim

Repairs under this warranty:

- A copy of the original invoice needs to be produced
- The owner must contact Windoware within 30 days of a fault developing
- Windoware will determine at its own discretion if the blind needs to be returned to the factory for repair or if it will be replaced
- The customer will bear the cost of sending the blind back to Windoware, if the blind is found to be faulty under this warranty, the blind will be repaired and returned to the customer at no further cost
- If the fault is determined to not be covered by the warranty, then the customer will pay for the repairs and the return freight
- If a replacement blind or part is determined to be necessary, they may be slightly different to the original, over time parts will change and supply may be altered, the parts will still have the same functionality but may look different, Windoware therefore reserve the right to use the latest offering, this includes fabrics which can change batch to batch
- The owner has 30 days to report any holes, dis-colouration, scuff marks or fabric defects to Windoware via email to [sales@windoware.com.au](mailto:sales@windoware.com.au) All defects reported after this date will be considered wear and tear, weathering, corrosive or atmospheric fallout or misuse and will be rejected

This is the only warranty pertaining to Windoware products. No other person, Organisation or non-statutory body is authorised to alter the conditions of this warranty or the limitations therein