



newblinds.co.uk

Warranty Wooden Blinds and Faux Wood Blinds

The scope our warranty for manually operated wooden blinds and faux wood blinds purchased via our website, mail order, email or telephone is outlined below.

Term of Warranty

2 years from date of production. This warranty specifically covers:

- **OPERATING COMPONENTS:** Headrails, mechanisms, cords etc. are guaranteed for 2 years from date of production, subject to normal use and general wear & tear.

Exclusions:

- **NATURAL BASSWOOD SLATS:** May contain variations in grain, base colour and texture. There is a possibility of some minor warping of slats. These natural characteristics are not considered a fault in the timber.
- **COLOUR FADING:** The U.V. protective coating applied on the slats is guaranteed for 1 year from date of production. Beyond that period some deterioration or fading may occur depending on local conditions.
- **TAPES:** Are made from a mixture of fibres and are not guaranteed against colour fading.

Scope of Warranty

	WITHIN SCOPE
Carriage (to and from Factory)	YES
Labour (assembly and repair)	YES
Replacement of Components (with like or similar parts)	YES
Removal and Re-installation of Products	NO

Please note that all goods will be subject to returns and inspection process.

The warranty covers product faults only. Warranty expressly excludes damage relating to mis-use, incorrect customer installation and incorrect operation. Any re-assembly, cutting, trimming or alterations performed outside of the factory environment, may invalidate this guarantee.

Repairs or replacement on out-of-warranty elements will be chargeable. We would advise of our inspection findings before we would proceed with any repairs work.

Claims on warranty must be made in writing to customer.services@newblinds.co.uk and must be accompanied with your original order confirmation email.

Newblinds.co.uk Limited, Unit 8 Chichester Road, Romiley, SK6 4BL
T 0800 169 3765 E customer.services@newblinds.co.uk W newblinds.co.uk

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