

Terms and Conditions:

We always do our best to ensure that the colours of our window blinds are a close match to the samples which we send you. Because the colours of fabrics and materials are subject to variations at source, we cannot guarantee an exact match from sample to order or from one order to the next. This policy applies to roman blinds, venetian blinds, roller blinds, pleated blinds, woodweave blinds and vertical blinds and also applies to wooden venetian blinds which can often vary in colour, slat to slat, within each blind. This is because each wood slat is natural and unique. Because each computer monitor shows colours differently, we would strongly advise our customers to avail of our free sample service in advance of purchasing their blinds.



Matching

We will always do our best to ensure that all blinds in the same order are a close match. As all blinds are made from individually different pieces of material or fabric, We cannot guarantee an exact match for multiple blinds being fitted close to or next to each other. If you intend fitting two or more blinds very close to or next to each other and if you require exact matching, please call us on 02 90280088 immediately following placing your order, to advise us of same.



Returns, Replacements and Refunds

It is the sole responsibility of the customer to ensure that the measurements supplied are accurate and that all choices made are correct. Each blind is custom-made to the exact specifications of each customer therefore incorrectly specified blinds cannot be accepted as returns for exchange or refund.

When you receive your blind, please check that it has not been damaged in transit. If damage has occurred in transit, please do not accept the package. If very slight damage has occurred to the packaging, please add after your signature: "some damage noted". Blinds signed for as being in good condition by the customer cannot later be accepted as returns due to damage. Please note that we cannot accept any responsibility for claims for damage, loss or shortage, except when notified to us by e-mail within 5 days of receipt of blinds.

Please do not dispose of the packaging until after your blinds are fitted and you are happy with them.

If you are not happy with your blind for any reason, please contact us immediately on 02 90280088, We will work with you to resolve the problem. If you decide to return your blind, please note that Luxtimber cannot accept courier charges for returns, except as explained below. Please re-pack your blinds in the original packaging and then notice us, and we will arrange collection and return. Responsibility for re-packaging is the sole responsibility of the customer. Courier charges (usually \$30) for returns, to be borne by the customer. Returns will be carefully examined by our customer care team. If a fault is verified and lies with Luxtimber, then the blind will be repaired or replaced at the sole discretion of Luxtimber. If the fault lies with Luxtimber, then any courier costs associated with the return to Luxtimber will be reimbursed to the customer. If no fault is found with the blind by Luxtimber, then all courier costs associated with the return will be borne by the customer before the blind will be re-dispatched by warehouse to the customer.

In the event that a blind is made incorrectly by luxtimber to the incorrect size or specification, it will be our sole decision whether to refund the customer or to repair or replace the blind.

Delivery

All of our blinds are custom-made upon receipt of your order. we will do our very best to ensure that your blinds are made and despatched to you within 10 working days of receipt of your order, but delays can sometimes occur due to unforeseen circumstances.



Guarantee

we use only high quality components and fabrics to ensure years of trouble free operation from your blinds. Each and every blind is quality checked before leaving our factory. Sometimes however, things can go wrong. We guarantee all our blinds for a period of one year against defects and faulty workmanship. If a fault occurs within this guarantee period, it will be our sole decision whether to repair or replace the blind, or to refund the customer. This guarantee does not cover faults arising from incorrect fitting by the customer or from problems arising from abuse or damage caused to the blind. If a problem arises outside the guarantee period, please call us on 02 90280088. We are here to help and advise.

IMPORTANT! The slats in Wooden Venetian Blinds are sometimes prone to slight warping. This is a natural feature of wood blinds and is not considered a fault and so is not covered by guarantee. Please note also that we cannot guarantee Wooden Venetian Blinds when fitted in sunrooms

or conservatories, where sustained high temperatures can lead to slats warping. We would instead advise using 'wood effect' Aluminium Venetian Blinds for very high temperature situations.

