

FAQ For Timber Blinds



ABOUT SHIPPING

Q: Which courier service do you use?

A: We proudly use Fastway or Couriers Please. They allow you to track your delivery online and will email you with shipment details once we have booked your delivery in. depending where you are in Australia they deliver in 1-5 days from time of dipatch.

Q: What fees do you charge for delivery?

A: All Prices include free nationwide delivery!

Q: What if the Venetians arrived damaged?

A: Please check all boxes carefully for damage before signing for them, should you notice any damage please ask the delivery driver to make note of the damage. In any case of damage you need to inform us of damage within 7 days of delivery to qualify for repairs or replacement at no cost.

Q: What is your delivery time?

A: For readymade venetians our normal delivery time is 10 working days. For custom made Venetians our delivery time is 2-3 weeks.



ABOUT WARRANTY

Q: What sort of Warranty do you offer?

A: All our Venetians come with a 12 month comprehensive warranty on ready made venetians and 24 months comprehensive warranty on custom made venetians.

Q: Do you supply a pelmet and fasteners for the Venetians?

A: All Venetians come complete with pelmets and all required hardware like brackets. The only thing you might need is some plugs depending on what you are attaching the Venetians to.



ABOUT PAYMENT

Q: When do I pay?

A: As the blinds are either custom made for you or we are altering a Venetian for you we ask for full payment before we start work on your order.

Q: How can I pay?

A: You can pay securely online with either credit card or a paypal account using our secure



payment area. Alternatively you can also pay by direct deposit upon request. Just make note of this on your order form and we will email you our bank details and instructions. Please note that this method takes a little longer due to the delay between banks.

Q: How do I know that you received my order?

A: As soon as your order has been processed we will email you your invoice together with the order confirmation containing all your order details. You will receive this email within a few minutes of placing your order. Should you not have received this email Please notify us per email on sales@luxtimber.com.au



ABOUT MAINTAINANCE

Q: How do I clean my Venetians?

A: We recommend a regular wipe with a slightly damp cloth. There is no need to oil our Venetians. Please make sure that the venetians do not become wet for an extended period of time as this may cause warping as can be expected from any other natural timber material.

