

No1 Blinds Ltd Terms & conditions

(Number 1 Blinds Limited may also be referred to as No1 Blinds, No1 Blinds Ltd)

Acceptance

The customer agrees that an order is not accepted until a 50% deposit (for installation) or 100% payment (for supply only) has been made.

Once an order is accepted the customer agrees that No1 Blinds retains the title to the goods supplied until payment has been made in full.

After the order has been accepted it cannot be cancelled if it has been scheduled for manufacture. The blinds must be paid for regardless of whether the customer changes their mind and in full before installation booking can be made.

After the order has been accepted it cannot be changed. As soon as orders are accepted they enter the manufacturing queue and fabrics & materials are ordered. If changes are requested immediately we will do our best to accommodate you but it is at the discretion of No1 Blinds.

If customers chose the supply only option and self-install, No1 Blinds cannot take any responsibility for any mismeasures or incorrect fitting of the blinds due to the information supplied by the customer.

Blinds are manufactured square and no responsibility can be taken by No1 Blinds for out of square windows.

At times there can be slight variations in the materials and blinds supplied might vary slightly to samples shown. The customer accepts this by accepting the order.

Quotes are valid for 30 days and it is at No1 Blinds discretion to honour quotes after 30 days has passed.

Every effort is made to supply the blinds in the time frame given however there are times when circumstances beyond our control can cause delays. We take no responsibility where this is the case and will do our very best to communicate with you and resolve any issues.

Where fabric chosen is unavailable alternative options will be given and the order will not be refunded.

For supply only orders, dimensions (which must be provided width x height not height x width), colour choices, style of blind etc. are what will be supplied. It is the customer's responsibility to check the quote given is true and correct.

Installation

Installation times and dates are approximate and may be subject to change. No1 Blinds will not be liable for any loss or damage as a result of delivering outside the date and time given.

Installations are done between the hours of 8.30am and 6pm Monday to Friday. It is the customer's responsibility to ensure that we can access the property during these hours.

The customer is required to be on site at the time of installation to check the operation of the blinds and that the blinds have been installed in good condition. Once the installer leaves the job and the blinds are left in the care of the customer, we cannot take any responsibility for damage caused after this time.

If the customer cannot be on site at the time of installation they must nominate a person in writing to act on their behalf prior to installation on the admin@no1blinds.co.nz email address.

The cost of any damage incurred during the quotation or installation must be reported to the sales representative or installer and to the admin@no1blinds.co.nz email address with a photo on the day the damage occurs.

The customer is responsible for removing all existing window coverings unless otherwise agreed prior at the time of quotation. There are additional charges for this service.

All furniture must be moved by the customer allowing a minimum of 1m clearance to each window for the installer to access. If the customer requests the installer to attempt the installation without the required clearance and he agrees, we are not liable for any damage caused.

If the installer arrives and the existing window coverings are not removed (unless No1 Blinds are removing by prior agreement) or there is not sufficient clearance to access the windows, the installer may need to leave the job and a new installation date arranged. Please note there is a \$150 rebooking fee, payable before installation. The blinds will be stored at our factory.

For high windows above 5m high, it is the customers responsibility to provide scaffolding (at their own cost) and have it in place at the time of measure & quote and at installation. It is at the sales rep's or installer's discretion as to whether they deem the scaffolding safe enough to use to do the measure or installation.

If we arrive to install and scaffolding that was arranged with the sales representative to be there at the time of quotation is not in place, the blinds will be left on site and it will be the customer's responsibility to install themselves.

If you cancel your installation within 24 hours of the appointment there may be a rebooking fee of \$150, payable before a new installation booking can be made.

Warranty

50mm and 60mm Venetians:

Componentry – 3 years

Wooden Venetian Blinds – 3 years

PVC Venetian Blinds – 2 years

Roller Blinds:

Componentry – 3 years

Motors – 3 years

Roller Blind Fabric:

Dawn Block Out – 10 years

Sunset Block Out – 5 years

Miami Thermal Block Out - 5 years

Belice Thermal Block Out – 5 years

Tapestry Thermal Block Out – 5 years

Uniview Sunscreen - 10 years

Spectrum Sunscreen (aluminium backing) - 5 years

Kleenscreen Sunscreen - 10 years

Vertical Blinds:

Componentry – 3 years

Vertical Blind Fabric:

Dawn Block Out – 10 years

Sunset Block Out – 5 years

25mm Aluminium Venetian Blinds:

3 years

Repairs

It is the customer's responsibility to return the blinds to our factory in East Tamaki for assessment and repair under a warranty claim. In certain circumstances we will

collect them (for installed jobs) but this is at the discretion of No1 Blinds. Where the repair is required as a result of manufacturing defect No1 Blinds will repair or replace the blind and return at our own cost. The warranty is limited to the cost of repair or replacement only if No1 Blinds deems it to be due to manufacturing fault. If No1 Blinds deems the fault to be anything other than manufacturing fault (i.e. the result of customer damage, wind damage or misuse) the customer will be responsible for the cost of repair and return.

“Manufacturing fault” covers faulty componentry parts or fabric and workmanship.

Not covered by warranty

Warranty does not cover collection and return of blinds. If the customer requires us to collect the blinds a deposit of \$150 will be required prior to booking. This will be refunded and the blinds repaired and returned at No1 Blinds cost if it falls under warranty. If it does not fall under warranty any repairs will be quoted to the customer and it is at the customer's discretion to go ahead. If the customer chooses not to then it is the customer's responsibility to collect the blinds from the factory in East Tamaki, Auckland. We can freight them at the customer's cost. The original fee of \$150 for collection (within Auckland only) is non-refundable.

We do not cover blinds wider than 3m as we do not recommend going over this width. For spaces wider than 3m we recommend splitting the blind.

We do not cover blinds under 400mm wide.

We do not cover general wear and tear.

The customer will be shown how to properly use their blinds at the time of install. We do not cover issues that arise from damage caused by improper use.

We do not cover issues arising from accidents.

We do not cover damage arising from wind damage.

We do not cover any batteries powering devices such as motors or remotes.

The functioning of a wifi hub depends on the strength and effectiveness of the local wifi network which may be affected by a number of factors. We do not take any responsibility for any connectivity issues.

We do not cover issues that arise from any build up of dirt where the blinds have not been kept clean and in good condition.

We do not recommend installing wooden venetian blinds in damp areas and do not cover any damage arising from excessive moisture.

We do not cover fraying as our blinds are heat sealed and fraying can therefore only arise from rubbing the chain across the side of the blind (improper use).

Warranty is not transferrable from the original customer.

For supply only where we are couriering blinds to you we send these out as soon as they are manufactured. Please allow around 5 working days to receive them. Once they have left the factory we will advise you of the tracking number. Once they have

left the factory we cannot take any further responsibility. It rarely happens but if in the instance an issue arises (such as they go missing in transit or arrive damaged), we will do our best to assist you.

Climatic conditions can cause fabric to expand and contract which can lead to puckering. This is not covered by warranty.