

When buying blinds, shutters or awnings from Turners Blinds and Shutters you are investing in a quality product which will enhance your property. Goods are crafted to a high standard by us and our suppliers giving you value for money. We are confident of the quality we offer and that our products will stand the test of time so offer an extended guarantee for our products as set out here. Our guarantee is designed to ensure that should anything go wrong then it is rectified with the minimum of inconvenience to you.

In addition to your statutory rights, subject to the terms and exclusions below, the Company offers a warranty for parts and labour that the goods sold under this order shall be free from defects in material and workmanship:

Vertical Blinds, Roller Blinds, Honeycomb Blinds, Vision Blinds (including perfect fit versions of these products), Manual Awnings

- for a period of 5 years from the date of installation.
- Cover is fully inclusive during months 1 – 36.
- A call out fee for onsite work, collection and re-installation is chargeable during months 37 – 60 and onwards (currently £70 plus V.A.T for blinds (subject to change)). Awnings are subject to a call out fee of £250 plus V.A.T (subject to change) if it is necessary to take the product off site.
- If you return the goods to our workshop for repair and collect from our workshop no call out fee will be charged. You will be fully responsible for any damage caused whilst removing or transporting the goods.

Venetian Blinds (excluding Timberlux and Signature faux wood), Velux Blinds, Fakro Blinds, Keylight Blinds:

- for a period of 3 years from the date of installation.

Shutters, Timberlux and Signature faux wood Venetians and Motorised awnings

- for a period of 5 years from the date of installation.
- Please note solid wood products are not included in this warranty if installed in moisture rich areas. A specialist product must be used.

Goods sold to businesses or intended for use in or, become used in commercial properties

- for a 24 month period from the date of installation.

Additional Terms and Exclusions

- All replacement goods, services or call outs requested outside of this period are fully chargeable.
- All goods replaced under the terms of this warranty shall benefit from the remainder of the warranty period.
- This warranty shall not apply to any defect in the goods arising from mould, normal wear and tear, wilful damage, misuse, accident, relocation, moisture damage, adverse environmental conditions and negligence by you or a third party.
- This warranty shall not apply to any defect in the goods arising if you fail to use or care for the goods as advised by the Company through its literature or express verbal instructions. This will invalidate any claim against the Company in respect of any goods supplied or services carried out.
- Any alterations made by you to the goods shall deem this warranty invalid.
- In the event we undertake a call out due to a defect not covered by this warranty you will be liable to pay the applicable call out fee.
- Whilst the fabrics used are tested for their colour fastness to light, fading to fabric and paint based products will inevitably occur due to fair wear and tear, however, performance of the product is unimpaired and fading should not be construed as a fault in any way.
- This warranty is personal to the original customer only and is not transferrable. Please retain your invoice to identify your purchase in the unlikely event of needing to claim under any of the warranties.
- It is possible that goods replacing defective goods under any of these warranties may no longer exactly match other goods in that order due to fading or changes in product specification or availability. Should this be the case we do not accept any liability to replace non faulty product(s) solely to ensure colour match.
- In the unlikely event there is an alleged fault with your goods please notify us in writing within a reasonable time of you becoming aware of the defects.
- We will either arrange a time to visit your home to examine the problem or request you to provide supporting photographs. If the goods are defective we shall either repair or replace the defective goods (always providing the goods have not been subject to any misuse or modification). Should the same product or fabric no longer be available or suitable the Company reserve the right to replace the defective goods with an equivalent product.
- The Company shall not be held liable for a breach in this term unless given the opportunity to inspect the products to determine fault.
- In order for us to complete any repairs required under these warranties we will require access to your property at a mutually convenient time. Failure to provide such access within a reasonable time will be deemed a frustration of the contract and our obligations to remedy any defect will cease.
- Depending on the fault arising you may be requested to pay the call out charge in advance of us inspecting the issue. If the issue falls within this warranty the call out charge will be refunded to you within 5 working days.
- This warranty is subject to receipt of payment in full for your order.
- Unless specified in this warranty any other goods replaced or purchased shall carry a 12 month manufacturer's warranty only.
- The Company is not liable for any consequential or other direct or indirect damage, loss, expenses or costs.
- The Company reserve the right to vary these terms.