



Shutters Warranty

Blinds Online (PRIVATE) warrants that our shutters shall be free of defects in material or workmanship for 5 years from date of purchase on timber shutter products, 10 years on aluminium shutter products (2 years for aluminium shutters used in coastal or high corrosion areas), and 20 years on Polymer (PVC) shutter products, provided that such products were correctly installed, and such products were made or assembled exclusively from original materials and components;

Blinds Online (PRIVATE) warrants the structure of our panels for 15 years; Any hardware used on the product (such as hinges, screws, tracking components) is warranted to be free of manufacturing defects for a period of 5 years; Any stainless steel hardware is warranted to be free of manufacturing defects and moisture related defects (rusting, oxidising etc) for a period of 3 years based on proper use and maintenance;

Any paint/stains used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 5 years; The timber substrate under a stained finish is subject to natural change of colour, from influences beyond human control; This change in colour is expected, and cannot normally be claimed as a defect under warranty; If a Raw finish is supplied the warranty will be void;

The warranty does not include any labour costs for re-measuring, costs for removal or costs for re-installations; The shutters must not be altered or modified in any way, shape or form and all original components must be used and installed by an experienced installer; This will be decided upon at Blinds Online's discretion; Installation errors are not covered by the warranty, however, at our sole discretion we may make reasonable endeavours to help resolve installation issues that may occur from time to time;

The warranty only applies to shutters correctly installed in the designated opening as originally intended and shall not cover bow or nonalignment in the frame or jamb in which the shutter is hung; This warranty does not cover any shutter which exceeds the limitations as described in the product manual; You will be made aware of any shutter solutions that exceed the manufacturer's recommendations at the quoting or site visit stage.