

### **CANCELLATIONS:**

Please choose carefully as cancellations will not be accepted after payment is made and order is in production. If cancellation is required, any fees incurred from progress of manufacture will be passed onto the customer.

### **WARRANTY:**

Urban Window Solutions will warrant all products and installations (if applicable) to be free from defects in material and workmanship under normal use for 24 months. This warranty is only valid to the original purchaser and is not transferable. Manufacturer's warranties on certain products exceeding 24 months will incur call out fee(s) and hourly rates charged directly to the customer by Urban Window Solutions.

Curtain warranty is void if manufacturers fabric care instructions are not followed resulting in damaged, unusable or deformed fabrics.

### **ACCEPTABLE STANDARDS:**

The acceptable standard for imperfections, marks, dots etc. on the final job is – if it is visible with the naked eye, in natural daylight, at a distance of 1.2 metres, it is not acceptable. If it is not visible with the naked eye, in natural daylight, at a distance of 1.2 metres, it is acceptable. Urban Window Solutions recommends the use of BMAA industry guidelines. This can be viewed on their website <http://bmaa.net.au/industry-guidelines>

### **FABRIC WAVE (V-like shape from bottom):**

Roller Blinds may show fabric wavering often due to large widths. This is unavoidable due to the tension placed on fabric from the splining (tucking) process.

### **FABRIC PATTERNS:**

Patterns cannot be guaranteed to line up perfectly with horizontal or vertical edges of the blind. Variation up to a few centimeters along the pattern direction from one side of the blind or curtain to the other is an acceptable industry standard.

### **LIGHT BLEED (light entering from top and sides):**

All blinds will allow light to pass around the sides and top, including blackout fabrics. This is due to necessary allowances required for mechanisms and brackets.

### **COLOUR VARIATIONS:**

Samples shown are only a guide. Colours and textures may vary due to differences between production runs. While every attempt is made to supply orders in the same dye lot, it cannot be guaranteed that a matching dye lot can be supplied at a later date. CUPPING (slight curling from the sides) Cupping on each of the vertical edges may occur with some fabrics. Cupping up to a few centimeters is an acceptable allowance within industry standards.

### **FADING:**

Fabric claims will be recognized within the a given time of 24 month if they do not perform to the Textile Standard and Guidelines of Australian Standards AS 2663.1-1997, AS 2663.2-1999, AS 2663.3-1999 and AS 2678-1999. No claim will be recognized for fading of fabric on leading edges of blinds and curtains where they are exposed to sunlight. All blinds are subject to some degree of fading caused through direct, indirect or reflected sunlight. This is particularly of concern with Roman Blinds that can

### **CHILD SAFETY:**

The customer hereby agrees in accordance with Urban Window Solutions instructions and all government or regulatory requirements including but not limited to the various child safety regulations. The purchaser also accepts on receipt of the goods their responsibility to retain or install all products supplied by Urban Window Solutions with all our Child Safety labels, stickers and devices intact and fitted correctly in accordance with legislative requirements.

NO RESPONSIBILITY is accepted if during installation, hidden services i.e. water pipes, electrical cables are damaged due to lack of information provided to Urban Window Solutions or its contracted installers. The customer or owner must make aware or provide necessary information/plans/diagrams prior to reduce the risk or prevent damage from occurring. If damage occurs, the customer/owner must repair damages at their own expense.

This warranty does not cover:

Abuse to the products or components such as alterations, accident, misuse.

Installation, use, maintenance or modifications outside the product or component specifications.

Fair and reasonable wear and tear.

Damage resulting from accidents or the negligence of the customer or any third party.

Damage resulting from the alteration of preset operating parameters caused by acts of nature, accidents, negligence, improper installation or otherwise.

Deterioration of finished surfaces due to exposure to ocean salt spray (except as set out below) or other corrosive atmosphere including hazardous industrial processes;

Labour, access, third party or electrical costs borne by the customer to complete repairs, maintenance or replacement of components that make up the product supplied by Urban Window Solutions;

Any component added to the product that was not supplied by Urban Window Solutions including motorisation componentry or any damage to the product caused thereby.

This warranty covers the deterioration of finished surfaces due to exposure to ocean salt spray, only if;

The product is installed in an area rated C1 (very low risk of corrosion), C2 (low risk of corrosion), C3 (medium risk of corrosion) as defined in ISO 9223:2012 ("corrosion of metals and alloys–corrosivity of atmospheres–classification, determination, estimation") and AS 4312:2008 ("Atmospheric corrosivity zones in Australia").

### **CARE & MAINTENANCE:**

Lightly dust fabrics, aluminium and polystyrene Venetian slats with a cloth or duster. Remove more stubborn marks by gently wiping with a clean soft cloth and kitchen detergent diluted in warm water. Do not roll or pull blinds up until they have dried. All products should always be kept dust free and dry. Excess water will damage your products and void your warranty. Oiled Cedar venetians need to be re-oiled using Danish oil on a bi-yearly basis. Do not use water.

Vertical Blind & Panel Glide tracks can be lubricated if necessary, by only using Silicone spray.

have flat areas exposed to sunlight which may appear in bands across the face and leading sides or base edges. Although closing blinds and curtains will keep interiors cooler, it can be highly destructive to your window coverings. Temperatures between the glass and curtain/blind can become extreme, causing fabrics to become fragile which can lead to tearing and disintegration.

#### **OWNERSHIP OF GOODS:**

Ownership of goods covered by this order does not pass from this company until such time as this invoice is paid in full and allows Urban Window Solutions to repossess goods at any given time if not paid according to our specified terms.

#### **CURTAIN CARE:**

Please contact us for your specific curtain care instructions prior to commencing cleaning process.

#### **DOORS AND SCREENS:**

Wipe aluminium frame and tracks using warm water and soap. Do not use solvents. Tracks and hinges can be lubricated using silicon spray. Door mesh inserts should be vacuumed on a regular basis to prevent excess build up.