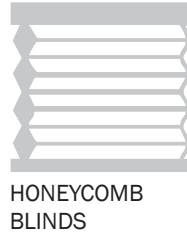


# WARRANTY GUIDE



## Honeycomb Blinds – Three Years Warranty.

Honeycomb Blinds are warranted by The Friendlies Blinds, Screens & Awnings against defects in material that may result in peeling, blistering, flaking, or corroding for a period of **three (3) years** from the date of installation.

This Warranty shall **only** remain in effect if normal cleaning practices are followed. Please refer to the Cleaning and Care section of this warranty.

## General Conditions

The Warranty detailed in this document is the only warranty applicable to the Honeycomb Blinds and excludes all other implied or expressed warranties.

No person is authorised by The Friendlies Blinds, Screens & Awnings to give any further warranty, representation or to assume any further obligation with regards to the Honeycomb Blinds.

This Warranty is not transferable and is only available to direct customers of The Friendlies Blinds, Screens & Awnings to whom the original invoice is addressed to.

The direct customer must have an active account, or the goods must have been paid for in full.

## Product Use

This warranty applies only to Honeycomb Blinds that are installed **internally** in Australia and are used only for the purpose to which they were intended.

Honeycomb Blinds are intended to provide light control only. They are not intended nor guaranteed to provide 'block out' conditions when closed. Varying levels of light infiltration between Fabrics may occur.

## Warranty Limitations

This Warranty is limited only to repair or replace at its sole discretion supplied Blinds product materials. Under no circumstances will The Friendlies Blinds, Screens & Awnings be liable for **any** incidental or consequential **charges**, such as, but not limited to, inconvenience, labour costs (of any kind), penalties, injury, or damage to persons or to property, or any other expense.



# The Friendlies

## BLINDS, SCREENS & AWNINGS

ACN 087 649 438 / ABN 66 087 649 438

Formerly Gympie Blinds 6 Fern Street, Gympie. Qld. 4570. 07-5482 3166 [info@tfdblinds.com.au](mailto:info@tfdblinds.com.au)

## **Replacement of parts or repairs**

The Friendlies Blinds, Screens & Awnings reserves the right to change the design or discontinue any Honeycomb Component. If an exact replacement part is not available then The Friendlies Blinds, Screens & Awnings reserves the right to substitute, at its sole discretion, a Blind part of equal quality.

## **Exclusions from this Warranty**

The following are excluded from coverage under this Warranty:

- a. Normal wear and tear of the Honeycomb Blinds deemed to be acceptable, at the sole discretion of The Friendlies Blinds, Screens & Awnings, over the course of 5 years.
- b. Any damage, defect, malfunction, or failure to perform resulting from unreasonable or improper use, or failure to carry out reasonable or necessary maintenance.
- c. Any Honeycomb Blinds which have not been maintained in accordance with the Cleaning and Care instructions outlined in this Warranty.
- d. Exposure to air pollutants and climatic conditions that may cause Honeycomb Blinds surfaces to gradually experience a build-up of surface dirt or stains. These are normal occurrences and are not covered under this Warranty.
- e. Any damage to the Honeycomb Blinds or the components caused by settlement or structural defects of the building in which they are installed.
- f. Any damage caused by, but not limited to, animals, fire, snow, hail, rain, water, wind, storm, flood, lighting or acts of God, intentional acts, accidents, negligence, exposure to harmful pollutants or chemicals or other combined events.
- g. Damage caused by improper handling, assembly, or installation.
- h. Imperfections such as, but not limited to, spots or marks which are not visible to the naked eye in natural daylight from a distance of at least one metre.
- i. Any Blind that has been tampered with, modified, or repaired by any unauthorised person (including unauthorised alterations).
- j. Any blinds that has been ordered outside normal recommendations and specifications is not warranted.



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## Procedure and Conditions of a Warranty Claim

In the event of a warranty claim the original owner must notify the retailer, who in turn will notify The Friendlies Blinds, Screens & Awnings in writing within thirty (30) days of first noticing the defect.

Any production defects such as chips, scratches and dents must be claimed within thirty (30) days of receipt of goods.

Written confirmation must include the following:

- Proof of purchase, including the original invoice
- Date of installation
- A brief description of the defect, including supporting photographs

On receipt of the written confirmation The Friendlies Blinds, Screens & Awnings will determine whether the defect is covered by the Warranty. If the defect is covered by the Warranty, the product will be repaired or replaced at the sole discretion of The Friendlies Blinds, Screens & Awnings.

If the defect is not covered by the Warranty, then The Friendlies Blinds, Screens & Awnings will inform the customer, who will then need to advise the original owner of the options and costs related to the defect. Any replacement parts will be charged to the customer.

## Cleaning and Care

### DO NOT USE CHEMICAL CLEANERS ON HONEYCOMB FABRIC

#### General Cleaning

Your Honeycomb Blind may gather dust and from time to time may need cleaning. Use a hair dryer on cold to gently remove dust, or use an anti-static soft brush or cloth to gently attract dust from the fabric.

#### Spot Cleaning

The Honeycomb fabric should be treated carefully and gently when spot cleaning. Use a damp cloth with a very mild detergent and gently 'dab' the affected area. Harsh rubbing will remove the stiffening and possibly the colour of the fabric as well as distort its surface. It is vital that the fabric not be creased during the process.

#### Insects

Occasionally insects may get trapped and die in the blind cells. Use a hair dryer on cold and blow through the ends of the cells to remove insects. Leaving insects inside the cells when drawing the blind up, may cause the fabric to mark.

#### CAUTION:

Never use harsh cloths, harsh abrasives, chlorine or ammonia-based chemicals or cleaners on the Honeycomb blind surfaces as they may affect the surface appearance and longevity.



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