

WARRANTY GUIDE



SHUTTERS

Imported and Australian PVC Shutters 20/10/2 – 20 Years Warranty on Structure, 10 Years Warranty on Paint, 2 Years Warranty on Metal Components

The PVC Shutter frames and panels are warranted by The Friendlies Blinds, Screens & Awnings against defects in material for a period of **Twenty (20) years** from the date of installation, **Ten (10) years** on paint defects and two **(2) years** on metal components.

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 PVC Shutters 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 PVC Shutters. 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 PVC Shutters that are installed **internally** in Australia and are used only for the purpose to which they were intended. PVC Shutters 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 louvres, panels and frames may occur.

Warranty Limitations

This Warranty is limited only to repair or replace at its sole discretion supplied Shutter 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

Replacement of parts or repairs

The Friendlies Blinds, Screens & Awnings reserves the right to change the design or discontinue any PVC Shutter 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 Shutter part of equal quality.

Exclusions from this Warranty

The following are excluded from coverage under this Warranty:

- a. Normal wear and tear of the PVC Shutter 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 PVC Shutter 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 PVC Shutters 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 PVC Shutters 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

General Cleaning

The surfaces of the PVC Shutters will collect a layer of dust over time. Normal and regular dusting with a soft damp cloth will remove this build up.

If further cleaning is required then wash with mild soap (mild household dishwashing liquid), water and a soft cloth. Ensure the surfaces are then dried off with a soft cloth.

For stubborn dirt and stains use a mild, water-based household cleaner only.

CAUTION:

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



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