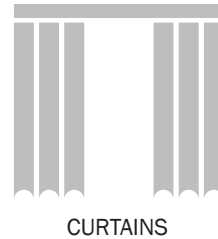


WARRANTY GUIDE



Custom Made Curtains – 12 month Warranty.

Custom Made Curtains 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 **twelve (12) months** 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 Custom Made Curtains 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 Custom Made Curtains

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 Custom Made Curtains that are installed **internally** in Australia and are used only for the purpose to which they were intended.

Custom Made Curtains 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 Curtain 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 Custom Made Curtain Components. 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 Custom Made Curtains 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 Custom Made Curtains 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 Custom Made Curtains 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 Custom Made Curtains 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 Custom Made Curtains 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

The cleaning and care instructions for any Custom Made Curtains is based on the chosen fabric and instructions are listed below - refer to your invoice if unsure of which fabric you purchased.

• **VEVEY • BALI • MONTREAUX • ALTITUDE • ASTON • HATHAWAY**

CARE LABEL No: 4 For use on polyester/cotton, polyester mixture & polyester fabrics, woven or knitted.

Remove hooks rings & trims before cleaning. Gently vacuum regularly with appropriate attachment. Warm hand wash. Do not bleach. Do not rub or wring. Drip dry in shade. For best results hang curtains by their hooks to damp dry immediately. Use warm iron. Do not dry clean (X). Possible shrinkage 3%.

• **GALAXY**

CARE LABEL No: 6W For use on acrylic foam backed fabrics and flock coated fabrics of both man-made fibres and cotton.

Regular care will minimize the need for additional cleaning. Gently vacuum with appropriate attachment. Always exercising caution when spot cleaning. Test cleaning on non-exposed surface. Avoid excessive rubbing and abrasion. Cleaning Washing: Possible shrinkage 3% Remove hooks, rings and trims before cleaning. Curtains are heavy when wet. Professional wet cleaning recommended.



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DO NOT CLEAN IN DOMESTIC WASHING MACHINE! Hand wash in cool-to-warm (Max 40°C). Mild detergents, such as wool mixes are recommended. Do not bleach, soak, rub or wring. Drip dry in shade. Do not tumble dry. Hang curtains by their hooks to avoid coated sides touching. Do not use pegs. Do not fold curtains over clothes line. Do not iron/press coated side. Warm iron/press on fabric side only. Dry cleaning: DO NOT DRY CLEAN.

• **SIMPLICITY**

CARE LABEL No: 11 For Use on Silicon Coated Fabrics

Regular care will minimise the need for additional cleaning. Gently vacuum with appropriate attachment. Always exercise caution when spot cleaning. Test clean on non-exposed surface. Avoid excessive rubbing and abrasion. Remove hooks, rings and trims before cleaning.

Washing: Curtains are heavy when wet. Cool to warm water (max. 40°C). Mild detergents such as wool mixes are recommended. Do not bleach, soak, rub or wring. Drip dry in shade. Do not tumble dry. Hang curtains by their hooks to avoid coated sides touching. Do not use pegs. Do not fold curtains over clothes lines. Do not iron coated sides. Warm iron on fabric side only. DO NOT DRYCLEAN (X). Wash only. Warm iron. Possible shrinkage 3%

CAUTION:

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



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