

SOUTHERN RIGHT BLINDS – WARRANTY POLICY

Southern Right blinds supplies quality blinds and shutters, and guarantees that the products will be free from defects in materials and workmanship for the following periods:

Blinds for a period of 2 years from date of delivery / installation.

Thermowood shutters for a period of 3 years from date of delivery / installation.

Basswood shutters for a period of 5 years from date of delivery / installation.

Shutterguard aluminium security shutters for a period of 10 years from date of delivery / installation.

This is a limited warranty and Southern Right blinds will only be responsible for the repair or replacement of blinds or shutter components found to be defective and will not be liable for collecting or shipping costs incurred in the return of goods for repair or replacement.

All warranty claims must be strictly made in writing within the warranty period from date of invoice and must be accompanied by your invoice.

This warranty excludes all liability for consequential, incidental damages or any cause whatsoever, and liability shall be in all cases limited to the purchase price.

Southern Right blinds shall not be held liable for any delays or failure to perform its obligations if that delay or failure results from events or circumstances out of our reasonable control, including but not limited to strikes, lock-outs, accidents, war, fire, break down of plant or machinery, disruption of electricity or unavailability of raw materials and shall be entitled to a reasonable extension of its obligations in order to fulfill them. If the delay persists without foreseeable conclusion, we reserve the right to terminate the contract and refund any payments made by the buyer.

All guarantees are subject to the products being used for the purpose for which it was designed, and not being misused, altered or repaired by anyone other than ourselves.

Fair wear and tear will not be considered a defect. Slight warpages, variations in colour and grain effect, are normal with a natural wood and bamboo product and are not considered defects. Some fading/ discolouration of the blind may occur over time – this is common with chemical coatings and is also not considered a defect.

All orders to be placed by the Buyer in writing, including fax and emails to the Seller. A 50% deposit is required as confirmation of the order, and only once this has been paid shall an agreement come into being.

Ownership in the blinds and shutters shall not pass to the buyer until the Seller has been paid in full and any other expenses that may be payable. Until such time as the full purchase price has been received by the seller, then the Buyer shall hold such goods as detentor on behalf of the seller.

In the event of any breach of the contract by the buyer the seller shall be entitled to take possession of the goods delivered without prejudice to any further rights vested in the seller.

The sale of goods is subject to the Southern Right blinds standard condition of sale. The contents of which, the purchaser acknowledges being aware of and by purchasing goods agrees to be bound thereby.

Orders on hold: Should you require any orders to be placed on hold due to re-confirmation of your sizes/colour etc. this must be done within 24 hours. Should your order already be in production we will have no option but to charge you.

Cancellation: No cancellations will be accepted after 12 hours of placing an order unless stock is unavailable.

Completion: No claims will be recognized for cancellations arising from unforeseen delays in manufacturing. Wherever possible, alternatives will be offered.

Factory Faults/Claims: No claims will be issued until the blinds in question have been returned to Southern Right blinds to assess liability.

OWNER: Butch / butch@srblinds.co.za

FINANCE & MARKETING: Butch 021 785 1765 / butch@srblinds.co.za

OPERATIONS: Gaynor info@srblinds.co.za