

LUXAFLEX[®]

5 YEAR WARRANTY



Thank you for choosing from the Luxaflex® range of products. We are confident that this product will offer you many years trouble free use. For added reassurance your product is supplied with a 5-year warranty.

Warranty overview

Luxaflex® guarantees that all Luxaflex® window covering products are free from material and assembly defects. The warranty is limited to the repair or replacement of the defective materials or components using like or similar components and is limited to the original purchaser.

What's covered?

All components, including cords, fabric, slats and rails.

What's excluded?

Removal and re-installation of the product from the end user's property.

How to use this warranty

If you need to activate this warranty, please contact the Luxaflex® dealer that you purchased the goods from. If the dealer is no longer trading, please contact our customer services office who will advise you accordingly. Before contacting your dealer, please read the warranty conditions below to ensure the claim you are raising is valid.

When raising a claim, please supply the dealer with evidence of the claim:

Nature of claim	Evidence required
Mark, scratch or defect	Close up photo of the damage and a second image standing 1 metre back from the product.
Measurement issue	Photo with measuring tape in position against the product showing the issue.
Operational issue	Short video of the product being operated.

Warranty Conditions

This warranty is invalidated if the damage or failure was caused by:

- Accident
- Alteration
- Exposure to elements
- Misuse / abuse
- Motorised devices (not supplied with the product)
- Failure to follow measurement, installation, cleaning and maintenance instructions.
- Normal wear and tear
- The product being installed in a commercial property (without prior agreement by Luxaflex)

The warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Luxaflex be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.

The warranty does not affect the consumers statutory rights under applicable national laws in force, nor the consumers rights against the dealer arising from their sales/purchase contract.