

# Luxaflex®

year

guarantee

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## Guarantee



Dear Customer,

*We thank you for choosing Luxaflex® products. In the unlikely event that the Luxaflex product guarantee service is needed, please contact the dealer from whom the product was purchased. Alternatively you may contact a member of our authorised Luxaflex service network. In order to minimise any unnecessary inconvenience, we suggest that the product installation instructions are read carefully before contacting the dealer on our service network.*

## YOUR GUARANTEE

Luxaflex guarantees that all Luxaflex window covering products are free from material and assembly defects, provided that such products were properly installed in a domestic situation. For non-domestic installations, refer to the Luxaflex general sales conditions. The obligation of Luxaflex is limited to repair or replacement of the defective materials or components. Repairs will be made with like or similar parts. The guarantee is limited to the original purchaser.

### LUXAFLEX 5 YEAR GUARANTEE

Scope of warranty	Year since date of purchase				
	1 yr	2 yrs	3 yrs	4 yrs	5 yrs
Removal of product from end user's window	✗	✗	✗	✗	✗
Carriage (to - from factory)	✓	✗	✗	✗	✗
Labour (assembly / repair)	✓	✗	✗	✗	✗
Re-installation of product at end users window	✗	✗	✗	✗	✗
Components (with like or similar parts)	✓	✓	✓	✓	✓
Cords	✓	✓	✓	✗	✗
Fabric (with like or similar fabric)	✓	✓	✓	✗	✗
Consequential loss	✗	✗	✗	✗	✗

To obtain the guarantee service, please contact the dealer from whom you purchased the product. The dealer will request Luxaflex to promptly repair or replace any defective parts or components. Guarantee claims must be accompanied by proof of purchase as well as details regarding the nature of the problem.

## CONDITIONS

**This guarantee is invalid if the damage or failure was caused by:**

- Accident
- Alteration
- Exposure to elements
- Misuse / abuse
- Motorised devices
- Failure to follow measurement, installation, cleaning and maintenance instructions.
- Blinds are **not** fitted in a domestic situation
- Normal wear and tear

## WOOD VENETIAN BLINDS AND OTHER WOOD PRODUCTS

Cover excludes:

- Natural variations in grain, colour and texture
- Warpage through exposure to high humidity e.g. kitchens / bathrooms

The guarantee 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 guarantee 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.