

# PRODUCT WARRANTY TERMS AND CONDITIONS

## Extent of this Non-Transferable Warranty – Consumer Sales only

All Kiwiblinds and Shutters are warranted for the following periods, effective from the date of installation. Valid warranty claims only apply when any balance owing on the full purchase price, is paid in full. The applicable product warranty tenure is concurrent and not accumulative to this payment provision. You can also refer to your rights under the Consumer Guarantees Act. Our directors and legal representatives have set out the following warranty terms within the legal and intent framework of the Act.

In the event of self-installation, all product warranty terms take effect from the date of delivery, regardless of when the product is installed.

- Eco-wood and True-wood Venetian Blinds: 5 years
- Roller or Roman Blind Hardware and Accessories: 5 years
- Roller or Roman Fabric: 3-5 years depending on fabric grade/manufacturer
- Vertical Blind Hardware: 5 years
- Vertical Blind Slat Fabric: 3-5 years depending on fabric grade/manufacturer
- Thermacell (aka Honeycomb) Blinds: 5 years
- Electric Motors and related accessories for all products: 3 years
- Shutters: 15-25 years depending on hardware type/fit out modelling

## Exclusions

- Normal product wear and attrition process
- Misuse (see over for product operation and care guide) Avoid young children operating/handling all products to minimise/avoid your risk
- Product fault/damage from prolonged use causing deterioration, as opposed to immediate warranty claim engagement
- Product fault/damage due to improper self-installation or any self-alteration(s)
- Product fault/damage as a result of self-removal and/or self-re-installation
- Performance issues and/or abnormal wear & tear issues relating to products that exceed manufacturers size/weight recommendations (this would have been pre disclosed in the original quote document, as applicable)
- Batteries powering blinds and remote control devices
- Normal variations in colour grain or texture of natural products, minor warping of wood products, and natural colour changes to materials that may take place over time
- Alterations or repairs that are not authorised or undertaken by Kiwiblinds and Shutters or its technical partners
- Exposure to chemicals or corrosive elements such as a marine or salt air environment, cleaning products or insects
- Exposure to environments to cause mould, mildew or fungal growths

## Other Important Information

It will be determined at the sole discretion of Kiwiblinds and Shutters but also within the governance of the Consumer Guarantees Act, whether an approved claim will result in any product being repaired or replaced. The end performance and condition of the product will be of the same standard.

The following special conditions apply to Aluminium Venetian Blinds:

They must be properly cleaned at least once per year, and dusted at least once per week. In addition, if exposed to damp or salt laden air (i.e. situated within one kilometre of an ocean/beach or in a bathroom) or other corrosive elements, they must be properly cleaned at least twice per year. (See over or attached for cleaning advice)

If there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original product, but if this is not possible, the product will be matched as closely as possible.

All costs associated with repairs and/or replacement parts/products not covered under warranty provisions, may incur service and/or product fees, but Kiwiblinds and Shutters will make every effort to minimise any financial cost.

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances will Kiwiblinds and Shutters be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages.