

# Blind Warranty

## Product Guarantee



Quality and Strength is an important feature of all EHI-Hawkesbury Pty Ltd products.

EHI-Hawkesbury Pty Ltd warrants that all blinds, tracks & components:

- Are free from defects in material and workmanship
- Are in good working order when received by you the customer
- Are installed as per installation instructions

## Terms & Conditions

### Warranty Period

Commences from the date of Installation by EHI-Hawkesbury Pty Ltd. All Blind parts and finished products 2 years.

### Claims

Any claim must be submitted in writing to EHI-Hawkesbury Pty Ltd within 30 days of occurring together with proof of purchase.

EHI-Hawkesbury Pty Ltd may inspect the product (during normal business hours) to determine the nature and cause of the defect. If EHI-Hawkesbury Pty Ltd determines that there is a valid claim, the cost to repair or replace the defective product with the same or similar product will be borne by EHI-Hawkesbury Pty Ltd. If EHI-Hawkesbury Pty Ltd determines that the claim is not valid, it may recover any costs related to such warranty claim.

All Blind Fabrics will be covered by EHI-Hawkesbury Pty Ltd's standard 12-month warranty. Any further warranty for fabrics will be as per the fabric supplier's standard warranty.

### Exclusions

The warranty does not cover:

1. Defects that occur outside the specified warranty period
2. Improper use by the customer
3. Unauthorised modification or misuse
4. Improper site preparation and maintenance
5. Failure to comply with installation guidelines
6. Product that has been damaged by matters covered by the owner's insurance and/or outside the control of EHI-Hawkesbury Pty Ltd installer – such as fire, theft, abuse or an act of God
7. Defects that result from use other than normal residential use
8. Normal wear and tear (including sun damage eg. fading).

### Limitations

This warranty applies to the exclusion of any term, condition, warranty, representation or covenant of any kind in respect to EHI-Hawkesbury Pty Ltd product (or any part thereof) including its value, quality, durability, condition, design, operation, description, merchantability, performance or fitness for use of purpose.

If any condition or warranty is applied into this warranty under the Trade Practices Act 1974 or any other equivalent legislation, and cannot be excluded, the liability of EHI-Hawkesbury Pty Ltd for breach of the condition or warranty will be limited to one or more of the following at the option of EHI-Hawkesbury Pty Ltd.

1. In the case of goods
  - a) The replacement of the goods or the supply of equivalent goods
  - b) The repair of the goods
  - c) The payment of the cost of replacing the goods or acquiring equivalent goods
  - d) The payment of the cost of having the goods repaired
2. In the case of services
  - a) The supplying of the services again
  - b) The payment of the cost of having the services supplied again