

**CHECK MEASURE 7-10 (WORKING DAYS)**

**CURRENT ESTIMATED LEAD TIMES (AFTER CHECK MEASURE)**

VERTICALS 3-4 WEEKS

BLINDS 3-4 WEEKS

CURTAINS 5-6 WEEKS

AWNINGS 5-8 WEEKS

HONEY COMB BLINDS 6-8 WEEKS

SUPERIOR SHUTTERS 8-10 WEEKS

ALUMINIUM SHUTTER IMPORTED 6-8 WEEKS

Doors & Screens 5-6 WEEKS

**Orders placed with multiple products will incur the longest lead time Lead times are estimation only and not a guarantee**

**Terms & Conditions:**

*This is a legal agreement between you ("the customer") and AAH Pty Ltd T/As Supershades ("the supplier"). Carefully read the following terms and conditions before executing the order, or otherwise instructing us to proceed with your order. Doing so indicates your agreement to be bound by the following terms and conditions.*

**1: Placing and acceptance of orders:**

1.1 Upon placing an order, the Customer instructs the Supplier (via written acceptance) to proceed with the order as specified on the quotation, and /or pays the deposit specified by the sales consultant.

1.2 Pricing may vary if the order is subject to a Check Measure.

**2. Payment:**

2.1 The Customer must pay to the Supplier the balance of the price upon Installation (of any item) installed or collection of any order placed as pick up (supply only).

2.2 The Customer shall pay the Supplier interest on any amount due and not paid by the Customer within the time required by these Terms and Conditions at the rate of 15% per annum calculated on daily balances.

**3. Warranty**

3.1 All products not installed by the Supplier will need to be brought back to the showroom by the Customer for any warranty claims.

3.2 Following the expiration of the Free Service Warranty Period, if the Customer requests that the Supplier conduct services on, or perform maintenance on the goods, the Supplier will charge **\$110 Service Call out Fee.**

3.3 The Supplier shall not be liable to carry out a free service warranty unless the goods have been paid for in full by the Customer, at the agreed sale price. The Supplier reserves the right to have the final say on all warranty claims.

3.4 The Warranty Period in relation to the goods commences upon the supply of the goods for a period of up to 5 years.

3.5 Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem.

3.6 If the warranty claim is found to be "normal wear and tear" and not a fault of either the product or the manufacturing, we will quote for the repairs and obtain the clients approval before proceeding any further.

3.7 Oversized or Undersized blinds may bow, cup, be hard to operate or not roll straight. This is not classed as a warranty issue and will not be covered.

3.8 Due to manufacturing processes, we cannot guarantee exact colour matches on any future or subsequent orders placed after the initial order. All fabrics have natural variations in colour, grain and texture - therefore this is not covered under this warranty.

3.9 This warranty is non-transferable and is only valid to the original purchaser. Any resale or other transfer of the product and/or materials voids this warranty.

3.10. Warranty can only be enforced if you have followed our **Care and Maintenance guide** that you can find on our website

3.11. If a third party supplier is required for the job to be completed this will be at the customers expense unless specified on the order/paperwork that the price has been included. The Supplier will not warrant any third party installation/products.

#### **4. Cancellation:**

4.1 Cancellations must be given in writing. (Please contact our office directly for assistance (02) 9938 4377, or email: [showroom@supershades.com.au](mailto:showroom@supershades.com.au) )

4.2 If **processing** of the order has commenced - the Supplier is entitled to charge the Customer for the value of costs incurred by the Supplier up to the date of cancellation.

4.3 If **manufacture** of the goods has commenced - the Customer is not entitled to a refund of any deposit paid in relation to any of the goods, and remains liable for actual costs incurred by the Supplier to the extent that they exceed the deposit.

4.4 If the goods have been supplied - the Customer is not entitled to return the goods.

#### **5. Force Majeure**

5.1 The Supplier will at all times endeavour to complete contracts within the specified time frames however lead times given are only estimates and cannot be enforced.

#### **6. PASSING OF TITLE AND PASSING OF RISK**

6.1 Title to the goods shall remain with the Supplier until payment in full has been received. If payment in full is not made pursuant to clause 2.1 title shall remain with the Supplier.

6.2 Risk in each order passes to the Customer upon delivery of that order to the Customer.

#### **7. General:**

7.1 The Supplier is not licensed to do any electrical work. All electrical work is the responsibility of the customer and must be completed before we install our products.

7.2 We recommend that any furniture and cots be moved away from window covering cords. Young children can strangle in the loop of a loose pull cord or chain. Australian Safety Regulations require the installation and use of safety chain tensioning or cord cleat devices that remove the cord loop or reduce access to cords, which we install 1600mm higher than floor level. Loose blind cords/chain particular those with loops are dangerous. The Supplier installs your custom made internal window coverings in accordance with National Standards introduced in December 2010. All corded internal window coverings will be installed with a child safety device unless the cord/chain loops are at least 1600mm above the floor out of reach. If installation of this is refused the Supplier will remove the product from site. **If above furniture, it must be attached regardless of being 1600mm from the floor.**