



GetBlindsNow Pty. Ltd.

OUR GUARANTEE POLICY

Terms and Conditions

WARRANTY

All custom-made roller blinds are covered by our 3 year warranty.

What our warranty covers:

GetBlindsNow warrants that our products will be free from defects in material and workmanship for this period of time.

What our warranty does not cover:

- Results from abuse or misuse;
- Improper DIY installation;
- Normal wear and tear;
- Exposure to the elements
- Maintenance and care not in accordance with manufacturer recommendations

General

All materials can lose their original intensity after long periods of time in the sun. When left for extended periods in sunlight, plastics tend to crack. All cords will eventually wear out. We consider these things to be normal wear and tear and are not covered by the warranty. Colours may vary from lot to lot and may not exactly match sample swatches or previous purchases. Please be sure to order all blinds in the same room together for the best possible matching.

If your products are defective during the warranty period, we will repair or replace the defective product. This shall be your only remedy under this warranty.

GetBlindsNow accepts no liability for;

- Incidental or consequential damages;
- In no event shall we be liable for transportation costs to and from **GetBlindsNow**;
- Cost of removal or re-installation of our products

If warranty claim is required (within warranty period), please contact GetBlindsNow and a repair or replacement will be arranged as quickly as possible.

PVC Plantation Shutters

GetBlindsNow warrants its internal PVC shutters for a period of five years, and its componentry for a period of one (1) year, for any defects in material or workmanship.

This warranty does not include freight and installation costs. The warranty is in addition to any other obligations imposed by law. To make a claim against the 'Terms & Conditions of Warranty'



the original invoice is required. By placing an order with **GetBlindsNow**, you are accepting the Terms and Conditions set out in this warranty policy.

PVC Material - Width & Weight

Important: Please note, due to the weight and nature of shutters it is common for panel widths that are greater, but not limited to, 750mm to drop slightly once they have been opened out of the frame and will need to be lifted gently to be closed back into the frame. GetBlindsNow considers this normal for this type of shutter and therefore is not subject to any fault or warranty claim.

The warranty does not cover:

- Misuse or abuse
- Normal wear and tear
- Overexposure to moisture
- Maintenance and care not in accordance with the recommendations listed on this site
- Incorrect installation
- Incorrect measuring or ordering
- Damage to premises
- Use of silicon-based sprays

FAULTY GOODS

After receiving your goods, we ask that you inspect and report any faults within 14 days of delivery. If you receive a product that is faulty, please follow the steps below:

1/ Take a photo of the product to demonstrate the fault

2/ Email it through to info@getblindsnow.com.au with a description of the issue

You can also call Customer Service on **1300 35 66 99** to talk through the issue.

The team here at GetBlindsNow will assess the situation. If the product is deemed faulty, GetBlindsNow will replace the product free of charge. Alternatively, you have the option of asking for a full refund.

*Please note, you (the Purchaser) have 14 days from the receipt of your blinds to advise us of any faults including marks or defects on the fabric or product. We ask that you inspect your purchase thoroughly when you receive it. After this time has passed no claims for marks or defects in the fabric or product will be accepted under this warranty. It will be considered as normal wear and tear, results from misuse, improper installation or exposure to the elements as stated above.

SHIPPING AND DELIVERY INFORMATION



Based in Melbourne – Delivering Nationally*

GetBlindsNow is based in Melbourne- delivering nation-wide.
We deliver to all metro areas and most regional areas.

Faster Delivery

Understanding that window coverings are usually needed as soon as possible, we work with a sense of urgency to get your blinds to you in the fastest possible time frame.

All our Roller Blinds are Custom Made in 5-10 business days!

PRODUCT MANUFACTURING TIMEFRAMES

Free Samples

Free express postage via Australia Post

Shutters

PVC Shutters – 8-12 weeks + Delivery
Express PVC Shutters – 2-4 weeks + Delivery

Roller Blinds, Double Roller Blinds

5-10 business days + Delivery

Sheer Curtains – S-Fold Tracks Only

5-10 business days + Delivery

Dispatching Orders

Once your blinds have been manufactured and your order is completed in full, they will be automatically dispatched.

*Please Note: – Our custom-made products vary in manufacturing time dependent upon the type of products ordered. If you have ordered a number of different products, we will collate your order and wait for all products to be ready before we deliver.

* Delivery times may vary dependent upon location

*Please note – we cannot accept a PO box for a delivery address

GetBlindsNow may not be able to deliver to all regional areas of Australia. We will advise you at the time of order where nearest depot is available for customer collection.

From time to time we can experience supplier delays outside of our control. As soon as we are made aware of any delays, we will endeavour to contact you immediately and keep you informed of progress.

DELIVERY CHARGES

Samples

Free express postage

*PVC Shutters

\$20 per m² (ex. GST) shipping

Roller Blinds/ Double Roller Blinds/ Curtains

\$30 (ex. GST) flat rate shipping

If your freight charges exceed this amount due to sizes, quantities ordered or a regional area outside our delivery zones, extra shipping charges may apply. In these circumstances we will call you prior to processing your order.

Authority to leave

GetBlindsNow will advise you of our despatch date when your order leaves our warehouse. As it is not possible to nominate an exact date and time of delivery, all deliveries to a nominated address must have an "Authority to Leave" the packages if no one is home to accept the delivery.

FREIGHT DAMAGES

After receiving your blinds, we ask that you inspect and report any damage within five days of delivery. Please do not attempt to install blinds that have been damaged in delivery, as this will void any warranty claim.

If GetBlindsNow is not notified within this period, we cannot be held responsible for the damaged item or replacement cost.

If the box is damaged upon receipt, please notify us immediately so that we can file a claim with the carrier.

Follow the steps below:

If you are home at the time of delivery and the box is damaged, please refuse delivery and the box will be returned to GetBlindsNow.

Alternatively, if you were not home at the time of delivery:

1. Take a photo of the boxes to demonstrate the damage
2. Email it through to info@getblindsnow.com.au with a description of the issue.

You can also call Customer Service on **1300 356 699** to report the fault.

Once GetBlindsNow has assessed the damage, we will immediately put in place a solution to either repair or re-manufacture your blinds provided it is warranted.

RETURNS AND REFUNDS



Colour Reference

Please note that whilst every effort is made to ensure blinds match swatches, dye batches from our manufacturers may vary slightly from time to time. We cannot guarantee an exact match even on our samples. We will not make any refunds based on close colour difference. It is also the customer's responsibility to verify that the colour reference given on the quote is the one chosen before sending any approval.

Blinds are not to be exposed to excess water as it will damage the blinds, our warranty also does not cover any damages caused from other sources to the blinds.

Not applicable for Refunds

Returns are not available for our custom-made products.

We also won't be able to offer refunds and returns in the case you've changed your mind, made the wrong measurement or selection, damaged the product by misusing it or claimed on transportation damage without a visual proof.

Cancellations

Orders cannot be changed or cancelled if the goods are custom-made or have been altered in any way as these goods will not be resalable. Due to the speed of the process of our manufacturing it cannot be cancelled. In case the order was carried out only with a deposit, we reserve the right to claim the remaining balance even if delivery is not taken. Uncollected goods will be disposed of after 3 months, forfeiting any deposit made.

Damage upon arrival

If any products arrive damaged, please **contact us** as soon as possible with photos of the damage. GetBlindsNow will arrange to have the damaged products returned to our warehouse and offer a replacement for you. Please note that the damaged products need to be returned in the condition received by you with all original packaging and accessories.

Our returns and refund policy is in addition with Australian Consumer Law.

Privacy

Your privacy is important to us! This website uses cookies, tracking pixels and related technologies. Cookies are small data files that are served by our platform and stored on your device. Our site uses cookies dropped by us or third parties for a variety of purposes including to operate and personalize the website. The information contained in this website is for general information purposes only. The information is provided by GetBlindsNow. We strive to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website.

By accessing this website, you are agreeing to these terms and conditions. Through this website you are able to link to other websites which are not under the control of GetBlindsNow, we have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorsement of the linked products.

Prices and offers are correct at time of publishing and are subject to availability and may be made unavailable or withdrawn from sale at any time.



Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being unavailable due to technical issues beyond our control.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

This privacy policy sets out how GetBlindsNow uses and protects any information that you give when you use this website. GetBlindsNow is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Collecting Information: We may collect the following information: Name, contact information including email address, postal address and/or phone number (if supplied by you), demographic information such as postcode, preferences and interests or other information relevant to customer surveys and/or offers. We may use this information to improve our products and services. We may periodically send emails about new products, special offers or other advertising information using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. *We promise not to sell, share or provide information gathered through our site to third parties.*

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Your Personal Information – You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by emailing info@getblindsnow.com.au

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Website Disclaimer

The information contained in this website is for general information purposes only. The information is provided by GetBlindsNow Pty Ltd and while we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

**Get
Blinds
Now**

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running with current content. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.