



PRODUCT WARRANTY POLICY

Thank you for your interest in products produced (Products) by Total Window Concepts (TWC). We are committed to providing our customers with high-quality Products and excellent customer service. This warranty policy outlines the terms and conditions under which we will repair or replace defective Products.

1. WARRANTY PERIOD:

Our manufacturing warranty is valid for a period of 12 months from the date of purchase for the following Products:

- Rollers
- Curtains
- Curtain Tracks
- Romans
- Panel Glides
- Verticals
- Aluminium Venetians
- Timber Venetians
- Honeycells
- Awnings
- Zipscreen®
- Veri Shades® Easi

TWC offers a 3 year warranty on Timber Shutters from the date of purchase.

TWC offers a 10 year warranty on PVC Shutters from the date of purchase.

For fabrics, motors, remotes, accessories, and components procured from external suppliers, the warranty coverage and duration will be governed by the individual supplier's policies. Please refer to the respective supplier's official website for complete details on their warranty terms and conditions.

2. INDUSTRY GUIDELINES:

TWC recommends adhering to the Blind Manufacturers' Association of Australia (BMAA) industry guidelines for proper product usage and maintenance. The guidelines can be viewed on the BMAA website: <http://bmaa.net.au/industry-guidelines>.



3. COVERAGE UNDER WARRANTY:

TWC's warranty covers the following aspects, provided the Product is used and maintained in accordance with industry guidelines and recommended instructions:

- **Material and Workmanship:** TWC warrants that all its Products are free from defects in material and workmanship under normal wear and tear.
- **Functionality:** The Products are guaranteed to function as intended under normal use and conditions.
- **Manufacturing Defects:** TWC will rectify or replace any Products found to have manufacturing defects during the warranty period.
- **Compliance within Specifications:** Products ordered within normal size specifications or price grids are covered under this warranty.

4. EXCLUSIONS FROM WARRANTY:

For Rollers, Curtains, Curtain Tracks, Romans, Panel Glides, Verticals, Aluminium Venetians, Timber Venetians, Honeycells, Awnings, Zipscreen® and Veri Shades® Easi TWC will not provide warranty coverage for Products that fall under the following conditions:

- Ordered outside normal specifications or price grids.
- Nominal wear and tear.
- Defects caused by misuse, abuse, and alterations not carried out by TWC.
- Maintenance and care not in accordance with recommended instructions.
- Incorrect adjustment, calibration, operation or installation.
- Accidents, alterations, or modifications made to the Product.
- Exposure to excessive moisture or water damage.
- Misuse of the Products.
- No claims for damage will be accepted 21 days from the delivery of Products.

PVC and Timber Shutters

In addition to the above exclusions, the warranty coverage is excluded for PVC and Timber Shutters:

- Installed on out of square windows.

5. LIABILITY LIMITATION:

TWC's liability for any defective Products shall be limited to the original invoiced value of the Product. TWC will not be responsible for any indirect costs, further costs, or subsequent loss/damage, including but not limited to installation costs and other related expenses.



6. RESOLUTION PROCESS:

To make a warranty claim the following procedure must be followed. You must:

1. Log in to the Online Ordering System to make a claim in the Reworks portal.
2. Provide details of the fault or damage.
3. Supply photographic evidence of the fault or damaged Products.
4. Obtain a return docket if the item(s) are required to be returned for inspection.

7. REPAIR OPPORTUNITY:

In the event of faulty or damaged Products, TWC must be given the opportunity to repair the Product. This repair process is essential before any other claims or actions are taken.

8. RETURNED PRODUCT:

Returned Products will only be accepted with prior authorisation from TWC.

Return dockets can be obtained via the Reworks Portal on the Online Ordering System.

Where a warranty claim is accepted, a remake of the Product will be invoiced at no charge provided photo evidence clearly indicates the fault or flaw was covered under this warranty.

If photo evidence is not provided, the remake order will be invoiced at normal price.

However, when the original Products are to be returned to TWC and a defect is established to be that of TWC, a credit will be issued.

TWC will not be liable for any damaged Products returned due to poor packaging.

10. YOUR CONSUMER RIGHTS:

Our goods come with guarantees that cannot be excluded, restricted, or modified under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage caused by the failure of the good. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure as defined in section 260 of the ACL.

This warranty policy is effective from the date of purchase and is subject to change at the discretion of TWC. For any warranty related queries, please email reworks@totalwindowconcepts.com.au.

Thank you for choosing Total Window Concepts. We value your confidence in our Products.