

# REPLACEMENT OF PRODUCT



Date: \_\_\_\_\_

<b>Company Name:</b> _____	<b>Order name/number:</b> _____
<b>Ship to:</b> _____	<b>TWC order number:</b> _____
_____	_____

## PRODUCT TYPE

- Rollers                       Honeycell                       Other (Please specify)
- Awnings                       Shutters
- Romans                       Alum Venetians
- Timber Venetians                       Verticals

## INFORMATION

Original blind(s) details: \*

Location	Qty	Width	Drop	Material	Colour	Control Type

Reason for Rework? \*

## WHO IS AT FAULT?

- Customer Error     TWC Error                       Charge                       No Charge

**i** TWC will warranty all products to be free from defects in material and workmanship under normal wear and tear for 12 months. TWC will not warranty any blinds:

- Ordered outside normal specifications or price grids
- Defects caused by misuse, abuse and alterations not carried out by TWC
- Nominal wear and tear
- Maintenance and care not in accordance with recommended instructions
- Incorrect installation
- TWC must be given an opportunity to repair any faulty or damaged goods
- If fabric is puckered due to railroading

**Returned Goods:**

- No claims for damage will be recognised after 21 days from receipt of goods
- Where a remake of the product is requested it will be invoiced at normal price. Upon return to TWC, the original goods will be inspected and if established to be an error of TWC a credit will be issued.

\* Required Information