

Dear Customer,

We thank you for choosing Luxaflex® Essentials.

In the unlikely event that the Luxaflex® product guarantee service is needed, please contact the dealer from whom the product was purchased. Alternatively you may contact a member of our authorised Luxaflex® service network. In order to minimise any unnecessary inconvenience, we suggest that the product installation instructions are read carefully before contacting the dealer on our service network.

GUARANTEE

Luxaflex® guarantees that all Luxaflex® Essentials window covering products are free from material and assembly defects, provided that such products were properly installed in a domestic situation. For non-domestic installations, refer to the Luxaflex® general sales conditions.

The obligation of Luxaflex® is limited to repair or replacement of the defective materials or components. Repairs will be with like or similar parts. The guarantee is limited to the original purchaser.

Scope of Warranty	Year since date of purchase	
	1 year	2 years
Removal of product from end user's window	X	X
Carriage (to - from factory)	✓	X
Labour (assembly / repair	✓	X
Re-installation of product at end users window	X	X
Components (with like or similar parts)	✓	✓
Cords	✓	✓
Fabric (with like or similar fabric)	✓	✓
Consequential loss	X	X

This guarantee is invalid if the damage or failure is caused by:

- Accident • Misuse/Abuse • Alteration • Motorised devices • Exposure to elements
- Normal wear and tear • Blinds that are not fitted in a domestic situation
- Failure to follow measurement, installation, cleaning and maintenance instructions

The guarantee is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Luxaflex® be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.

The guarantee does not affect the consumers statutory rights under applicable national laws.