

Vale Blinds Guarantee Explained

Guarantee Duration:

Limited Guarantee (LG) – 1 year from date of purchase

Standard Guarantee (SG) – 3 years from date of purchase

PRODUCT RANGE	GUARNATEE OFFERED
Any product containing motorised parts including Solar parts	Limited Guarantee (LG)
Skye Skylight Blinds	Limited Guarantee (LG)
Vale Skylight Blinds	Standard Guarantee (SG)
Rollers Blinds	Limited Guarantee (LG)
Eco Thermal Roller Blinds	Limited Guarantee (LG)
Vertical Blinds	Limited Guarantee (LG)
Honeycomb Blinds	Limited Guarantee (LG)
Flat Roof/Lantern Blinds	Limited Guarantee (LG)
Multishade Blinds	Limited Guarantee (LG)
Tri-Shade Blinds	Limited Guarantee (LG)
Wood Venetian Blinds	Limited Guarantee (LG)
Roman Blinds	Limited Guarantee (LG)
Conservatory Blinds	Limited Guarantee (LG)

Scope of Guarantee

SCOPE SINCE PURCHASE	YEAR 1 – LG, SG	YEAR 2 – SG	YEAR 3 - SG
Carriage to and from Factory	YES	NO	NO
Labour (assembly & repair)	YES	NO	NO
Replacement of Components	YES	YES	YES
Replacement of Fabric	YES	NO	NO

For faults outside of the first 12 months carriage and labour are to be paid for by the customer

CONDITIONS OF YOUR WARRANTY

Your warranty also does not apply in relation to any defect(s) arising as a result of:

- (a) Fair wear and tear affecting the products (e.g. fabric fraying during use, or batteries running down)
- (b) Wilful damage, misuse/abuse, abnormal storage or working conditions
- (c) Your failure to operate or use the products in accordance with the installation
- (d) Any alteration or repair by you or by a third party