



Terms & Conditions of Trade 2018

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Ordering

As all of our products are made to measure to customer's requirements, customers are advised to take careful consideration regarding blind type, operation and appearance before placing an order as products ordered in error cannot be returned, refunded or replaced.

We offer a free quotation service at your request for our reference only, which enables us to provide you with a quotation. We provide a measuring service to ensure that the window blinds are manufactured to the applicable window dimensions. Some window blinds are measured smaller than the window recess to enable them to operate correctly.

Before any order can be processed for manufacturing a deposit or payment in full of the order value is required which can be in person to the appropriate representative, or by telephone instructing our office to proceed with your order making a payment by credit/debit card or if applicable online using our website by credit/debit card or PayPal.

We cannot accept any liability for non-fitment of blinds that have been made in accordance with customer's own measurements or alterations of window dimensions or appearance after measurements have been taken, such as plastered walls, wall tiles, new frames or sill, etc...

On all occasions the actual finished window needs to be present for measuring for us to supply accurately manufactured blinds.

If this is not adhered to and the customer requires an approximate measurement, then we again shall not accept any liability for non-fitment of blinds.

Fitting

We cannot guarantee a date of fitting until the blinds have been manufactured. Any dates for fitment that are given by any of our representatives prior to a confirmed fitting date from our factory, will only be an estimated date or lead time. We will always endeavour to fit your blinds on the agreed date but under some circumstances we might be unable to complete your appointment. If this occurs, then we will prioritise your order for a new fitting date.

The cancellation of a fit date, on our part, is not a breach of any contractual obligation nor does it offer a financial reward or discount to the customer.

Your blinds come with a 12 month guarantee from the date we fit them.

Pricing & Payment

Once a deposit has been received the customer is bound by our terms and conditions of trade. Under no circumstances can an order be processed without the appropriate deposit.

Our prices include fitting which is for a single visit. Staggered fittings will incur a further charge.

You are required to pay (in full) the balance immediately after your blinds have been fitted. Payment must be made to the fitter at the property that the blinds / curtains are being fitted.

By paying a deposit the customer agrees to the terms of paying their balance, in full, upon completion of the fit. If a deposit is paid by debit or credit card, then we are at liberty to collect any outstanding balance from the card that the customer used to confirm the order if the customer is unwilling to pay their balance when due.

If after 30 days of a confirmed order goods remain unfitted or collected, due to the customer, then we reserve the right to collect any outstanding balance due, in full. If any customer is unwilling or unable to pay for their blinds after fitting, then we reserve the right to remove our blinds completely. We will still require that the balance is paid, in full for the confirmed order.

If we have to remove the blinds due to none payment, then we will not be liable to “put good” any screw or drill holes that have been made during our fitting process. We reserve the right to take action on overdue balance’s. This action may include instructing a debt collector. If a debt collector is instructed, then this will incur a charge of approximately 15% of the value of the outstanding debt.

The cost of this instruction will be added to your outstanding balance and you will be liable for the repayment of this charge along with your outstanding balance. The goods remain the property of Amanda for Blinds & Curtains until payment in full of clear funds have been received.

Cancellations

Cancellation of any order must take place within the first 24 hours after the order has been placed to receive a return of a deposit. Failure to comply will result in the deposit being deemed as non-refundable.

Any cancellation after 72 hours of an order being placed will require the balance to be paid in full.

Returns

We do not operate a returns policy on non-faulty goods. All products that are supplied and fitted are made to measure to customer's requirements.

General

This does not affect your statutory rights.