

MADE ON THE GOLD COAST

Indoor Roller Blind Warranty Statement

Your cover, what is and isn't included, the conditions you need to follow, and how to make a claim — for indoor roller blinds supplied and installed by Gold Coast Blinds & Shutters.

FABRIC, MECHANISM & MOTOR

5

years from installation

LABOUR & TRAVEL

3

years included, then fees apply

CLAIM WINDOW

1

month from defect appearing

Your cover at a glance

Your indoor roller blinds are warranted to be free from defects in design, material and workmanship at the time of installation, for the period above, subject to the conditions in this statement.

What's covered

- All components — fabric, mechanism and motor — for 5 years from the date of installation.
- Labour and travel for the first 3 years. Service call-out fees apply after this period.
- Direct replacement of automation components where the failure is a manufacturing defect.
- Your Australian Consumer Law guarantees, in addition to this warranty.

Defect standard

"If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable."

Important conditions

Care & Maintenance is mandatory. All warranties are conditional. For the warranty to be valid you must follow the Care & Maintenance guidelines in this statement.

Non-transferable. Only the original purchaser can claim under this warranty.

Child Safety devices must be installed in accordance with the Australian Competition and Consumer (Corded Internal Window Coverings) Safety Standard 2014 and must remain installed.

Warranty start date runs from the date of installation. Replacement of a component does not reset that date.

What's not covered

- Normal wear and tear, misuse or abuse.
- Components not supplied by Gold Coast Blinds & Shutters.
- Alterations or repairs not carried out by Gold Coast Blinds & Shutters.
- Products ordered outside our recommended specifications.
- Damage from incorrect care, cleaning or maintenance.
- Exposure to the elements — rain, sun damage, discolouration.
- Shrinkage, expansion or puckering caused by weather.
- Damage from high humidity (unventilated kitchens or bathrooms) — mould, mildew, warping.
- Holes, runs or fraying caused by misuse or the blind's location.
- Broken chains, cords or mechanisms caused by misuse.
- Hire equipment (scissor lifts, scaffolding), and labour/third-party/electrical costs beyond direct replacement of automation components.
- Consumable batteries (e.g. for remotes).
- Products outside their warranty period, and invoices not paid in full.

Two actions that void your warranty

1. Pulling the chain or cord toward the blind. "This will cause irreparable damage to the edge of the fabric and is not covered by warranty."
2. Leaving the window or door open while the blind is in the down position. "This action will void the warranty."

Roller blind characteristics

Some characteristics are inherent to the design of roller blinds and are not considered manufacturing defects. Please read these carefully before reporting a fault.

Light gaps

"The fundamental design of roller blinds means that all roller blinds will have light gaps on either side and the top of the blind. Face fitting can reduce the light gap however it will not provide complete room darkening. The option of cassette with side channels will best minimise light gaps."

Veering on wider blinds (over 2,000 mm)

"Roller blinds wider than 2000 mm can show the effect of veering due to deflection of the top tube, particularly when light is reflected onto the fabric. Drops over 2400 mm can exacerbate the veering. Veering can also result in puckering or wrinkling along the bottom rail. This is inherent in all larger blinds. Splitting the opening into two or more blinds, with or without linking, will reduce this occurrence."

Tracking on narrow or long blinds

"Narrow width roller blinds, particularly with long drops, have a tendency to track (roll off to one side) when being raised. Tracking can also occur when roller blinds are left down over open windows or doors, due to airflow creating in & out movement. Tracking of the fabric into the mechanism or brackets will cause irreparable damage to the edges of the fabric."

Puckering, railroading and dye lots

- Temporary puckering can occur where heat or cold builds up between glass and fabric. This is accepted under industry guidelines.
- Some non-textured fabrics, when cut sideways ("railroaded") for wider blinds, may cup or curl at the edges. This is not warranted by the fabric suppliers.
- Dye lot matching cannot be guaranteed for blinds ordered later. Minor colour variation from the swatch is normal — the swatch is a guide only.

Motorised roller blinds

- Your installer pre-sets the motor at handover — no consumer adjustment is required.
- If a motor stops mid-cycle it is most likely the thermal overload protecting the motor from overheating. Allow it to cool and try again.
- Avoid wetting the motor directly.
- Do not repeatedly press remote buttons — this can alter the pre-set limits and is not a fault.
- Consumable batteries in the remote are not covered by warranty.

Care & Maintenance

Following these guidelines is a condition of your warranty.

Cleaning

- Gently vacuum the fabric with a soft brush attachment to remove dust.
- Wipe the aluminium bottom rail with a damp white cloth.
- For marks, use mild detergent in warm water with a soft white cloth — test on an inconspicuous area first.

Day-to-day operation

- When operating a chain or cord, pull straight down — never toward the blind.
- Don't leave a window or door open while the blind is in the down position.
- Use Child Safety devices at all times.

How to make a claim

Lodge any warranty claim within one (1) month of the defect appearing. The fastest way is to log a service call online — our team will respond and arrange next steps.

Lodge a service call

gclindsandshutters.com.au/log-a-service/

Or email us

info@gclindsandshutters.com.au

Please include the following

- Date of purchase
- Proof of purchase (invoice or order number)
- Date of installation
- Your name, installation address and best contact number
- A short description of the defect, and a photo if possible

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and to compensation for any other reasonably foreseeable loss or damage. 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. This warranty is provided in addition to your rights under the ACL and does not limit them.

Get in touch

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