
Curtains2U
Our Guarantees

Thanks for choosing Curtains2U

We take pride in the quality of our products and workmanship. After your installation, you will receive a follow up call to ensure you are happy with all aspects of your new window furnishings. If anything is not quite right, please let us know so we can make it right.

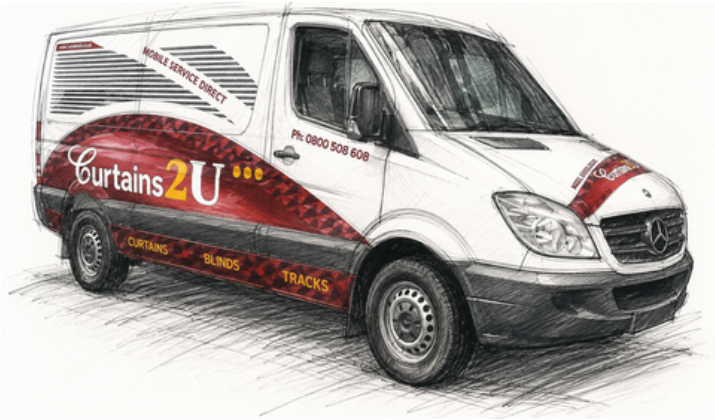
Subject to the terms in this document, we warrant that:

- Curtain hardware and components will be free from manufacturing defects for 2 years from the date of installation.
- Sewing and workmanship will be free from defects for 2 years from the date of installation.
- Fabric will be free from manufacturing defects for 1 year from the date of installation.

Warranty periods for **Windoware Blinds** vary by product type. Austro Venetian Blinds are covered for 2 years. Honeycomb Blinds and Vertical Blinds are covered for 3 years. Woodscape Blinds and Mikronwood Blinds are covered for 5 years. Roller Blinds & Motorisation are covered for 5 years.

If the product supplied is not listed above, a minimum 2 year guarantee will apply. Some products may be covered by a longer manufacturer's warranty. Please contact us for details regarding the warranty applicable to your specific product.

Should a manufacturing fault occur during the applicable warranty period, Curtains2U will assess the issue and, where a valid warranty claim exists, repair or replace the affected product or component.



What is not covered?

This warranty does not cover:

- Normal wear and tear.
- Damage caused by misuse, accidents, pets, or improper handling.
- Damage resulting from unauthorised alterations or repairs.
- Failure to follow recommended cleaning and care instructions.
- Natural fading, discolouration, or deterioration caused by sunlight, environmental conditions, or ageing.
- Claims for fading on leading edges exposed to sunlight. Sunscreen blinds recommended.

Please also note the following:

- Venetian blinds are not designed for daily lifting; sagging from frequent use is not a fault.
- Roller blinds may 'vee' or 'cup'; this is normal within specifications.
- Motorised components are covered as per manufacturer warranty; misuse voids warranty
- Imperfections visible only beyond 1.2 m under daylight are acceptable per BMAA standards.
- We do not accept claims for natural fading of fabrics due to sunlight exposure. This includes leading edges, hems, or areas exposed to direct sun. Use of sunscreen blinds, linings, or window films is recommended to reduce fading. Customers are responsible for managing exposure to sunlight. Minor colour variation or fading is a normal characteristic of textiles and does not constitute a defect.

Your Consumer Rights

This warranty is provided in addition to your rights under the Consumer Guarantees Act 1993. Nothing in this warranty limits or excludes any rights or remedies available to consumers under New Zealand law.

Need Assistance?

If you believe your product has a manufacturing fault, please contact Curtains2U on **0800 608 608** or email **warranty@curtains2u.co.nz** as soon as possible and reference your invoice number.


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Call Us 0800 608 608