

WARRANTY

We warrant that our shutters will be defect free in materials or workmanship as shutters are handmade it is sometimes the case that there will be small defects on any shutter panel, should this scenario arise Plantation Shutters will be happy to review such panels, but if the defect is so minor that it doesn't affect the performance of the shutter or can't be clearly seen two metres away then this in any normal event will not constitute a defect for as long as the original purchaser owns the shutters, subject to below, provided that such products were properly installed; and such products were made or assembled exclusively from original materials and components. Any resale or other transfer of the product and/or materials voids this warranty.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Plantation Shutters Ltd be liable for incidental or consequential damages, or for any expense associated with such damages. Repair or remakes of defective products is the sole remedy under this warranty and in no event shall Plantation Shutters Ltd be liable for costs to remove and/or reinstall the product. Repairs will be made only with like or similar parts. This warranty does not include shipping charges or the cost of labour involved for measuring and installation.

This warranty does not cover any condition of or damage to the shutter or window, from unauthorized repairs, accidents, alterations, misuse, abuse, act of God, motorized devices, wear and tear or failure to follow our instructions with respect to measurement, installations, cleaning or maintenance. Improper, inappropriate or unauthorized replacement parts, repairs or maintenance voids this warranty. This warranty excludes all liability for removal of the shutter and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window.

Due to manufacturing, natural variations in colour, grain and texture in these products, Plantation Shutters Ltd is not able to guarantee exact matches to samples, nor are they able to guarantee exact matches on subsequent orders. Returns cannot be authorised due to these normal variations.

All other warranties, both express and implied, are expressly disclaimed. This warranty excludes all liability for consequential or incidental damages for any cause whatsoever.

Colour Fastness - 5 years
Structure - 5 years
Hardware - 5 years
Stainless Steel Hardware - 5 years

*** Restrictions:**

- Warranty for the All Wood shutters range is 3 years including its panels, structure, hardware and colour fastness
- Warranty for Aluminium Security shutters is 5 years for internal shutters and 3 years for external shutters
- Warranty for Track Systems shutters is 5 years
- Warranty for Remote Control shutters is 5 years
- Warranty for Locks is 1 year
- Warranty for Blinds is 1 year

WARNING (on SUPPLY ONLY - Mail order deliveries)

All shutters, frames and battens are put through an 18 point quality control checking system. Once checked, they are photographed with high resolution digital equipment before being packaged. Packages are then photographed as they are unloaded from the shipping container if they show any signs of damage.

WARRANTY

Please bear this all in mind when making a claim with regard to a damaged shutter, frame or batten. Shutters are very easy to damage on site, and we will not replace or refund damaged goods unless you can prove that they arrived in this state. Please do not sign for damaged boxes until content has been checked.

COLOUR

Woodstains:

We cannot guarantee a perfect colour match, as part of the character of a natural wood product is that it may vary in tone and grain.

Paint Finishes:

A custom colour may not end up being an exact duplicate. This is due to a number of variables such as:

- the species of timber the paint is being applied to
- the number of coats applied
- the degree of sanding and surface preparation
- the temperature and humidity at application and drying