

CITYBLINDS PTY LTD Terms & Conditions

Website Content.

- Cityblinds Pty Ltd may, at any time, add or remove content from this website without notice
- Any information or content published on this website must be read subject to these Terms of Use.
- Although CITYBLINDS Pty Ltd uses its best endeavor to confirm the accuracy of any information published on this website, you agree that CITYBLINDS Pty Ltd cannot be held responsible for inaccuracies or errors caused by incorrect information supplied to CITYBLINDS Pty Ltd or by manufacturers or suppliers changing product specifications without notice to CITYBLINDS Pty Ltd. You agree to make your own inquiries to verify information provided and to assess the suitability of products before you purchase.

Cancellation by Us

CITYBLINDS Pty Ltd reserve the right to cancel your order if we have insufficient stock or if the goods were listed at an incorrect price due to an error in the pricing information made by us or received from our suppliers. If we do cancel, we will notify you by phone and will refund any deposit as soon as possible within 30 days of your order. We will not be obliged to offer any additional compensation for any reason.

Right to Cancel or Change Your Order

As our products are custom made and the manufacturing process will begin after a set period of 24 hours, You are only able to cancel or change Your order by contacting us the next business day (Monday to Friday) from placing your order. We do not accept any returns, canceled or exchange orders after 24 hours of placing your order. Because all orders are custom make, they cannot be secondary sales. If a cancellation of the order is required within the 24 hours period of placing the order, an administration fee of \$100.00 will be retained to cover time taken for data entry of factory worksheets, tax invoicing, and refunding of monies. The remaining balance will be credited to Your Bank Account or Credit Card within 7 days our electronic transfer, we cannot be held responsible for internet banking transfer delays.

Measurement

We custom make your blinds to the measurements you provide us, so please take care with your measurements. Measurements should always be in Millimeters. Measure the width first followed by the height (width x drop). Measure all windows even if they appear to be the same size. We only accept the window size. If the window size or other details provided by the customer is not right, whether it is greater than or less than the correct window size, or does not work properly, we are not responsible.

Matching

We will always do our best to ensure that all blinds in the order are a close match. As all blinds are made from individually different pieces of material or fabric, we cannot guarantee an exact match for multiple blinds being fitted close to or next to each other. The payment will not be refunded if you are intend fitting two or more blinds very close to or next to each other or if you

require exact matching. Finished product width and length measurements may vary 5mm. Because all of the samples are from the earlier product cut off, so sample and manufactured products may have a little color difference, Cityblinds will not be responsible if this case occurs.

Payment

All payments must be made in full prior to delivery. Payments must be made via EWAY, EFT or PayPal secure payment gateway facilities accessible via the website and will be subject to any terms and conditions of these providers.

Credit card and paypal fraud

CITYBLINDS Pty Ltd does not have an obligation to provide customer credit card information to verify the authenticity of the entire transaction. Because the transaction is between the customer and the company, we can not verify the authenticity of a credit card such as the use of other third-party credit card payment behavior occurs after the payment, we do not return or provide any cash back. To the extent permitted by law, CITYBLINDS Pty Ltd will not be responsible for any damages or consequential losses (whether direct or indirect) suffered by a user where a credit card or PayPal account is fraudulently used or is used in an unauthorized manner. If our web site due to system damage, or caused by hackers change all online valuations. Normal quote results in bias, overcharged customers for the goods, we will return to the purchaser in 30 days. If less than the normal quote, customer must refill the form and padded of Balance payment before we continue to produce, we will not provide any compensation due to providing the wrong information from customer.

Delivering

CITYBLINDS Pty Ltd only provide free delivery of Venetian blinds and roller blinds. Customer must provide the clear delivery address. Delivery time is Monday to Friday between 9am to 5pm. City blinds use outside Freight companies to deliver your orders and cannot be held responsible for any delays that may occur once the goods have left our premises. Whilst we shall use our reasonable endeavor to meet the delivery date specified on Your Order confirmation, we can only go by the date given to us by the freight company. Cityblinds highly recommends that you take out the optional delivery insurance offered at our checkout. Cityblinds will not be held responsible for goods that you receive damaged in transport or lost if they have not been insured. If you live in country side area or Island, we cannot guarantee that the freight forwarder will deliver to your home and you may need to collect from their dispatch center. It will depend on the type of truck being used by the on-forwarder and the load they are carrying at the time. Cityblinds unfortunately do not have any control over this process. Please contact us, so we can ask the freight company to confirm delivery first. After confirmation of receipt, if you have any questions, please contact us within 48 hours, Tel: 02 8971 6449. We will try to provide you with a better service, if more than 48 hours, the customer does not raise any objection to us and shall not be liable.

Note.City blinds use third party Freight companies to deliver your order. There is a surcharge will be applied by courier company when the first delivery is failed. Thus please make sure some

one at home for signature, or customer could choose the goods to be placed in front of the door and does not require signature, but in this case, Cityblinds will not take any responsibility if the missing goods occur or goods are damaged by the bad weather .

Return and Exchange

We are unable to accept returns and exchange on any Custom Made products. Because of this it is extremely important that you are sure about the product you order and that your measurements are correct. We strongly recommend that you double check any measurements and take advantage of our free sample service (Note. Actual colors may differ from images) to ensure that you have ordered the correct color.

The sizes on the box is not the actual size of the blinds, so if customers provide the size on the box, we will not accept return and exchange.

Secure Data and Transmissions

Given the nature of the internet, CITYBLINDS Pty Ltd cannot guarantee that any data transmission is totally secure, free from viruses, fault or other conditions which could damage or interfere with your computer systems and CITYBLINDS Pty Ltd does not warrant that your access to the website will be uninterrupted, error free or that any defects will be corrected. Whilst CITYBLINDS Pty Ltd and its third parties take precautions to protect information, CITYBLINDS Pty Ltd does not warrant and cannot ensure the security of any content or information you transmit via the website. You therefore transmit to the website at your own risk. However, once CITYBLINDS Pty Ltd or its third party receives your transmission, CITYBLINDS Pty Ltd and its third parties will take reasonable steps to preserve its security. If you become aware of any problems with the security of the website, please contact us immediately. You must take your own precautions to ensure that the process which you use to access the website or any website does not expose you to the risk of viruses, malicious computer code or other forms of interference which may damage your own computer system. For the avoidance of doubt, neither CITYBLINDS Pty Ltd nor its third parties will accept any responsibility for any interference or damage to your own computer system which arises in connection with your use of this website, any website or any linked website

Events beyond our Control

We shall have no liability to You for any failure to deliver Goods You have ordered or for any delay in doing so or for any change of the specified delivery date or for any damage or defect to Goods delivered that is caused by any event or circumstance beyond Our reasonable control including, without limitation, third party default, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

Privacy and Personal Information

- Our Privacy Policy available on this website explains how your personal information is collected and managed in accordance with the National Privacy Principles in the Privacy Act 1988 (Cth).
- The privacy of your personal information is important to City blinds Pty Ltd.
- CITYBLINDS Pty Ltd and its third parties may collect personal information directly from you when you register as a member of the website, when you place an order, or when you contact order@cityblinds.com.au. Personal information may include your name, residential and/or postal address, telephone number and email address.

- Your personal information is not collected if you only browse this website.

Consumer Guarantee

CITYBLINDS Pty Ltd have a duty to provide you with the product you ordered. If a part is missing or incomplete, we will replace it as quickly as possible in accordance with the Consumer Guarantee. A refund will only be given if we cannot replace or repair the item. CITYBLINDS Pty Ltd will not be responsible for any installation charges that you have incurred that are outside a standard installation charge quoted by our installers. A reasonable claim of compensation will only be acknowledged that is in line with the fee that our installers will charge to re-install the product. We use only high quality components and fabrics to ensure years of trouble free operation from your blinds. Every blind has to be quality checked before leaving our factory. Sometimes however, things can go wrong. We guarantee all our blinds for a period of one year against defects and faulty workmanship. If a fault occurs within this guarantee period, it will be our sole decision whether to repair or replace the blind, or to refund the customer. This guarantee does not cover faults arising from incorrect fitting by the customer or from problems arising from abuse or damage caused to the blind. If a problem arises outside the guarantee period.

IMPORTANT! Venetian blinds the slats in Wooden Venetian Blinds are sometimes prone to warping. This is a natural feature of wood blinds and is not considered a fault and it is not covered under warranty. Please note also that we cannot guarantee Wooden Venetian Blinds when fitted in sun rooms or conservatories, where sustained high temperatures can lead to slats warping. We would instead advise using wood effect. PVC Venetian Blinds for very high temperature and wet situations.

Roller blinds Pin holes in Blockout fabrics: Blockout fabrics used in our blinds can show pin spots of light through the stitching when strong sunlight is on the back of the blind. This is mostly an issue with Roller blinds but can occur with other products and can be unavoidable in some cases. Because all the roller blinds are handmade, may cause rough selvage, and not covered by Warranty.

Warranty Claims

- The After customer Received goods, that is the start date of the warranty period
- You must provide the original invoice or other proof of purchase document disclosing the purchase date.
- You must provide photo of damaged blinds for us to further confirm the damage blinds
- All costs of return postage, transport and freight, raveling expenses, hiring tools and insurance are paid by the customer.