

Southern Cross Blinds

Terms and Conditions of Sale.

1. Quotation is valid for **30 days** and price is **subject to checking in office**.
2. Southern Cross Blinds has the right not to proceed with this order if errors have been found in the calculation of this order.
3. Please check this quotation carefully, colour, sizes, etc, as once this order is in production, alterations will be at customers expense. The deposit will be forfeited to the company (Southern Cross Blinds) on any cancelled order after production has commenced.
4. All specifications in this quotation are **as per the customers requests**. ie. fabric, colours, controls.
5. **Exact colours cannot be guaranteed**. Colours of fabrics, weaves, (and timber colours) may vary from batch to batch and colour swatches are a guide only. All variations are as per industry standards.
6. Installation and delivery dates are estimated only. Southern Cross Blinds will not be held responsible for back orders of materials which are beyond our control.
7. If the customer **is not** on the premises on the day specified to install and another day has to be arranged, Southern Cross Blinds has the right to charge a separate service call which must be paid upon installation.
8. Removal of existing blinds, screens and awnings is the responsibility of the customer, unless otherwise specified. If products are not removed before installation, Southern Cross Blinds has the right to charge the customer a removal fee at the time of installation. It is also the customer's responsibility to make sure all obstructions e.g. furniture, etc are removed to give the installer access to the installation area. If this is not done by the customer and the installer has to move obstructions to gain access to the window, the installer has the right to charge a fee on behalf of Southern Cross Blinds which is to be paid at the time of installation.
9. Southern Cross Blinds has the right to require part payment to the value of goods installed and **full** balance upon completion of the order if only part of the order has been completed.
10. The customer must pay the installer the balance of the order immediately after the order has been installed. If the products are picked up from the factory, no goods are to leave the factory until they are paid for in full unless by prior arrangement by management.
11. In the event of non-payment by the customer, Southern Cross Blinds has the right to recover costs by way of a debt collection agency and all collection fees disbursements shall be debt due and owing by the customer.
12. If a discount has been offered off the recommended retail price, it is only offered based on full payment received on the day of completion of installation. Failure to pay in full on completion of works may result in cancellation of discount and full retail price payable.

Warranty.

Southern Cross Blinds has a warranty on the following products and these warranties are valid from date of pick or date of installation:

- Safety and Security Doors, Flyscreens and Screens, 12 months
- All blinds have a 12 month warranty
- All goods remain the property of Southern Cross Blinds until full payment has been received.

The obligation under this guarantee is limited to replacement or repair of the product or components found to be defective by the manufacturer. This guarantee does not cover defects or damage caused by accidents, alterations, misuse, wear and tear, motorised devices or failure to properly maintain or clean product by manufacturers' instructions. This warranty becomes void if repaired, adjusted or moved by someone other than a Southern Cross Blinds representative.

Warranty claims must be accompanied by proof of payment of the full agreed payment price. Southern Cross Blinds reserves the right to charge a pick up, delivery and refit service call charge where applicable. Please note any repairs after this warranty period has expired will incur a service call charge and a fee for parts and labour.