

Warranty Policy

Isle of Wight Blinds Ltd

At Isle of Wight Blinds Ltd, we take pride in supplying high-quality blinds and British-made shutters. Our products are supplied with manufacturer warranties to provide our customers with confidence and peace of mind.

1. Warranty Periods

British-Made Shutters

All British-made shutters supplied and installed by Isle of Wight Blinds Ltd are covered by a 10-year manufacturer's warranty.

Blinds

All blinds supplied and installed by Isle of Wight Blinds Ltd are covered by a 5-year manufacturer's warranty.

Warranty periods commence from the date of installation.

2. What Is Covered

The warranty covers manufacturing defects in materials and workmanship that arise during normal domestic use.

Examples may include:

- Manufacturing faults
- Defective components
- Operational issues resulting from manufacturing defects
- Material defects covered by the relevant manufacturer

All warranty claims are subject to inspection and approval where required.

3. What Is Not Covered

The warranty does not cover:

- Accidental damage
- Misuse or neglect
- Deliberate damage
- Improper operation of blinds or shutters
- Unauthorised repairs, modifications or alterations
- Damage caused by pets
- Damage caused by excessive force
- Normal wear and tear
- Cosmetic deterioration caused by age or environmental conditions

- Damage resulting from building movement, structural alterations or changes made after installation
- Damage caused by fire, flood, storms or other events outside our reasonable control

4. Colour Variation and Natural Materials

Some products are manufactured using natural materials and finishes.

Minor variations in colour, grain, texture and finish are natural characteristics of the product and are not considered defects.

Colour variations between samples, photographs, website imagery and finished products may occur.

5. Reporting a Warranty Claim

If you believe a product has developed a fault covered by warranty, please contact Isle of Wight Blinds Ltd as soon as possible.

When making a claim, please provide:

- Your name
- Installation address
- Date of installation (if known)
- Description of the issue
- Photographs where available

We may arrange an inspection before approving any repair, replacement or warranty claim.

6. Repairs and Replacements

Where a valid warranty claim is accepted, Isle of Wight Blinds Ltd will, at its discretion:

- Repair the product;
- Replace the defective component; or
- Replace the affected product where appropriate.

The remedy provided shall be the sole remedy available under this warranty.

7. Our Commitment

Even where an issue falls outside the manufacturer's warranty, we encourage customers to contact us.

We pride ourselves on delivering excellent customer service and will always do our best to assist wherever reasonably possible.

Contact Us

Isle of Wight Blinds Ltd

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England
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VAT Registration Number: 450894081