

Cancellation Policy

Isle of Wight Blinds Ltd

All blinds and shutters supplied by Isle of Wight Blinds Ltd are bespoke, made-to-measure products manufactured specifically to each customer's requirements.

Because our products are custom-made, different cancellation rights apply compared to standard off-the-shelf products.

1. Before Manufacture Begins

If you wish to cancel your order, please contact us as soon as possible.

Where manufacture has not yet commenced, we may, at our sole discretion, agree to cancel the order.

Any costs already incurred by Isle of Wight Blinds Ltd may be deducted from any refund issued.

2. After Manufacture Has Commenced

Once your order has been placed into production, cancellation is no longer possible.

As all blinds and shutters are manufactured specifically for your property and cannot be resold, the full order value remains payable.

This is in accordance with the Consumer Contracts Regulations 2013, which exclude cancellation rights for goods made to a consumer's specifications or clearly personalised products.

3. Deposits

A minimum deposit of 50% of the total order value is required before production can commence.

The deposit secures your order and authorises Isle of Wight Blinds Ltd to proceed with manufacture.

Where manufacture has commenced, deposits are non-refundable.

4. Changes to Orders

If you wish to make changes to your order after it has been placed, please contact us immediately.

Whilst we will always try to accommodate reasonable requests, changes may not be possible once production has commenced.

Additional costs and revised lead times may apply.

5. Faulty Products

Nothing within this Cancellation Policy affects your statutory rights in relation to faulty goods or services.

If you believe a product is faulty or has been incorrectly supplied, please contact us as soon as possible and we will investigate the matter promptly.

6. Contacting Us

If you need to discuss your order, please contact:

Isle of Wight Blinds Ltd

1 The Slipway
Cowes
England
PO31 7FD

Telephone: 07535 578751

Email: info4blinds@gmail.com

Company Registration Number: 15125363

VAT Registration Number: 450894081