

## CONTENTS

|  |          |
|--|----------|
| <b>PRODUCTION TIME</b> .....                     | <b>1</b> |
| <b>WARRANTIES</b> .....                          | <b>2</b> |
| <b>ACCOUNTABILITY</b> .....                      | <b>3</b> |
| <b>PAYMENTS &amp; OWNERSHIP OF PRODUCT</b> ..... | <b>3</b> |

---

## PRODUCTION TIME

Please refer to the approximate production times for our products:

- Indoor Blinds: 7-12 working days.
- Outdoor Blinds: 21 working days.
- Shutters: 21 working days / Timberwood: 30 working days.
- Burglar Bars: 2-5 working days.
- Security Gates: 21 working days (Emergency expedited production available at an extra cost).
- Tinting & Frosting: 2-5 working days.
- Flooring: +/- 5 working days.

\*Note: Exceeding production time due to factory issues (e.g., material out of stock) is beyond our control, and we cannot be held accountable.

---

## WARRANTIES

Our commitment to quality is backed by warranties for various products:

- Indoor Blinds (Taylor Blinds): 2 years
- Outdoor Blinds (Taylor Blinds): 5 years
- ShutterGuard Security Shutter: Inland (more than 10km from beachfront) 10 years, Coastal (within 10km from beachfront) 5 years
- Hurricane Aluminium Shutter: Inland 10 years, Coastal 5 years
- ShutterStyle Aluminium Shutter: 5 years
- Thermowood Shutter: 3 years
- Timberwood Shutter: 5 years
- Indoor Blinds (Quantum Products): 1 year
- Security Trellis (Traxdor): 5 years
- Indoor Blinds (BlindQuip Cape): 2 years
- West Coast Shutters Workmanship: 2 years

Warranty conditions include installation by our installers, exclusive use of our materials, proper use, regular maintenance, and exclude reasonable wear and tear. Specific conditions apply to wooden Venetian blinds.

Exclusions: Accidents, alterations, misuse, abuse, exposure to elements, excessive humidity, motorized devices, failure to follow instructions, and removal/reinstallation not covered.

\*Note: After the workmanship warranty expires, call-out fees will be charged.

## ACCOUNTABILITY

We are not liable for issues arising from poor construction work. Additional costs/material for re-paint/ plaster work or construction due to abnormal circumstances are the client's responsibility. Ensure openings are clear for installation; we don't cover/move client's furniture. Initial meetings for quotes are free; additional meetings may incur a call-out fee. Changes post-final meeting and order placement may result in extra charges.

\*Call-out fees are based on travel distance, courier fees, and labour costs.

---

## PAYMENTS & OWNERSHIP OF PRODUCT

Quotes are subject to site visits and final measurements. Provisional quotes based on client measurements may differ. Quotes are valid for 30 days (subjected to price increases). A deposit is required before product ordering; it is non-refundable once the order is placed. Full payment is necessary for ownership transfer. In case of out-of-stock materials, alternatives must be chosen. Discontinued materials require selection of an alternative.

Late Payment Fee: A fee will be charged for late payments.

Payment Methods: Payments can be made via electronic transfer or cash. All deposits are made to Rico Zander Smith. ABSA BANK Account Number: 4088508735 Branch Code: 632005 Reference Number: YOUR NAME & SURNAME.

VAT: All customers will be charged VAT.

Acceptance of Quote: If the client accepts the quote, they agree and understand our terms and conditions.