

West Coast Shutters – Terms & Conditions

PRODUCTION TIME

Approximate production times per product:

- **Indoor Blinds:** 7–14 working days
- **Outdoor Blinds:** 21 working days
- **Taylor Shutters:** 10–14 working days / **Timberwood:** 30 working days
- **ShutterX:** 21– 30 working days
- **Security Trellis:** 21 working days (Emergency expedited production available at an additional cost)
- **Burglar Bars:** 2–5 working days
- **Tinting/Frosting:** 5–10 working days (Completed by a third-party contractor; scheduling dependent)

Delivery: We use a courier service with an estimated lead time of 2 working days. We are not liable for delays caused by the courier service.

Note: Delays due to factory issues (e.g., material shortages or supplier delays) are beyond our control and not our responsibility.

WARRANTIES

We offer the following warranties (valid when installed by West Coast Shutters and maintained properly):

- **Indoor Blinds (Taylor):** 2 years
- **Outdoor Blinds (Taylor):** 5 years
- **ShutterGuard Security Shutter:**
 - Inland (more than 10 km from the coast): 10 years
 - Coastal (within 10 km of the coast): 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):** 1 year
- **Security Trellis (Traxdor):** 5 years
- **Insect & Pet Screen:** 6 months
- **ClearVista Security Mesh:** 5 years
- **Indoor Blinds (BlindQuip):** 3 years

- **ShutterX Security Shutter:** Inland – 7 years / Coastal Inside Installation – 5 years / Coastal Outdoor Installation – 3 years
- **West Coast Shutters Workmanship:**
 - Blinds, Bars & Screens – 6 months
 - Shutters, Trellis & ClearVista – 1 year

Warranty Terms:

Warranties apply only if the product is installed by West Coast Shutters using approved materials and used as intended. Reasonable wear and tear are excluded. Warranty is void if misuse, alteration, or improper maintenance occurs.

Wooden Venetian Blinds:

Slight warping, colour variation, and fading are normal characteristics of natural wood products and not considered defects.

CORROSION DISCLAIMER

Corrosion is not covered under warranty. It is usually the result of a lack of regular cleaning and exposure to coastal or harsh environments. Regular cleaning and proper care are required to maintain product condition. Failure to follow care instructions voids any claim related to corrosion.

CLIENT RESPONSIBILITIES

- Ensure that all openings are ready for installation and accessible.
- We do not move or cover client furniture — areas must be cleared in advance.
- We are not responsible for site conditions, structural issues, or damage resulting from poor construction.
- **Call-out fees** may apply based on travel distance, courier costs, or repeated site visits.

If the installation cannot proceed due to the site not being ready, a rebooking fee may be charged.

INSTALLATION SCHEDULING

Installation will be scheduled after production is complete and is subject to availability. Delays due to weather, site access, or client postponement may affect scheduling.

CHANGES, CANCELLATIONS & ORDER ADJUSTMENTS

Once an order is confirmed and placed into production, **no changes or cancellations** can be made without written approval. Fees may apply for changes after order confirmation, and deposits are non-refundable.

VENETIAN BLIND ORDERING GUIDE

- **Width:** Measure the narrowest point across the opening.
 - **Height:** Measure the longest point from top to bottom.
If you require that the blind not touch the floor or sill, please specify **before ordering**.
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BURGLAR BAR INSTALLATION

For openings wider than 1 metre, slight bar deflection may occur. This is a structural reality and not a defect.

THIRD-PARTY SERVICES DISCLAIMER

Tinting and frosting are completed by an external provider. We are not liable for delays, workmanship, or scheduling issues related to this service.

THIRD-PARTY DAMAGE

We are not responsible for any damage caused by other contractors, tradespeople, or construction activities on-site.

INDIRECT DAMAGES

We are not liable for any indirect, incidental, or consequential damages (e.g., loss of profits, project delays) resulting from defective products or services.

QUOTATIONS

- Your first **five (5)** quotations are **free of charge**. This allows you to compare product options.
 - Thereafter, a quotation fee of **R200.00 including VAT** applies per quote.
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PAYMENT & OWNERSHIP

- Quotes are **subject to site visits** and **final measurements**. Provisional quotes may vary once accurate site data is gathered.
- Quotes are valid for **2 weeks** and may be subject to price adjustments thereafter.
- A **non-refundable deposit** is required before ordering begins.
- Ownership of goods remains with West Coast Shutters until **full payment** is received.

If materials are out of stock or discontinued, the client must choose an approved alternative.

LATE PAYMENTS

Invoices are due within **30 days** of issue. A **5% late payment fee** will be applied to overdue invoices and will **accrue monthly** until payment is made in full.

PAYMENT DETAILS

- **Account Name:** Rico Zander Smith
 - **Bank:** ABSA
 - **Account Number:** 4088508735
 - **Branch Code:** 632005
 - **Reference:** YOUR NAME AND SURNAME
 - **Payment Methods:** EFT or Cash only
 - **VAT:** All products and services are VAT-inclusive
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ACCEPTANCE

By accepting a quotation, the client confirms agreement and understanding of these Terms & Conditions.