

Terms & Conditions

Version: 1.0

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1. About These Terms

These Terms & Conditions explain how we work at Waltham Shutter Company Limited. When you place an order with us, you're agreeing to these Terms. If anything ever needs changing, we'll confirm it with you in writing.

2. Quotes

- Quotes are valid for 30 days.
- Prices may change if you alter your order or if our suppliers update their pricing.
- A quote is not a confirmed order. Your order is fully booked in once we've confirmed it in writing and received your deposit.

3. Measuring & Design Visits

- Your first home visit, including measuring and design advice, is completely free.
- Extra visits before ordering may have a small charge.
- Once you place your order, we'll contact you to arrange an installation date. Please make sure the area around your windows is clear for our fitters.

4. Made-to-Measure Products

- All shutters are custom-made to fit your windows precisely.
- Because they are made just for you, orders can't be cancelled or changed once production starts.
- We can only accept returns if the shutters are faulty.
- Natural variations in wood grain, colour, or texture are normal and part of the material's character.

5. Payments

- A 50% deposit is needed to place your order.
- The remaining balance is due before installation or on the day of installation as agreed between the parties.
- We accept bank transfer, debit card, and credit card.
- Late payments may delay installation.

6. Manufacturing Times

- Most shutters take between 10-12 weeks to be made, depending on the style and supplier.
- Lead times are estimates. Delays from shipping, customs, weather, or manufacturing issues are outside our control and don't allow cancellation or compensation.

7. Delivery, Installation & Storage

- We'll contact you as soon as your shutters arrive to arrange your installation.
- You (or someone you trust) must be present on the day unless we've agreed otherwise.
- Any concerns must be reported within 48 hours of installation.
- If you can't accept installation when the shutters arrive, we can store them for up to 30 days free of charge. After that, storage is £25.00 per week.

8. Installation Notes

- Shutters are not blackout products — small light lines are normal.
- Mid-rail positions may vary slightly unless a specific position is requested.
- Trims or fillers may be used where walls or window surrounds are uneven; this is standard for a neat finish.
- If you choose to proceed against our professional recommendations, we cannot accept responsibility for the results.
- For face-fixed shutters, we cannot accept responsibility for any impact their installation may have on your window warranty.
- Combining blackout blinds with plantation shutters is one of the most effective ways to darken a room. While this setup significantly reduces incoming light, a small amount may still filter through due to natural gaps in materials and installation, so complete 100% blackout can't be guaranteed.

9. Product Features & Natural Behaviour

- Materials can adjust slightly with humidity — this is completely normal.
- Small marks not visible from around 1.5 metres in natural light are considered acceptable.
- Damage caused by moisture, humidity, or direct sunlight is not covered under warranty. For bathrooms or damp areas, we recommend PVC shutters.

10. Warranty

- All shutters come with a manufacturer's warranty. This is provided by the manufacturer, not by Waltham Shutter Company Limited.
- We will help you liaise with the manufacturer if you need to make a claim.
- If the manufacturer is unable to honour the warranty, we are not responsible for replacement or compensation.
- The warranty does not cover:
 - normal wear and tear
 - fading from sunlight
 - exposure to unsuitable conditions
 - accidental damage, misuse, or alterations after installation

11. Photographs & Marketing

We may photograph completed installations for our records. We'd also love to use them for our website or social media, but we will only do so if you're happy. Just let us know during installation if you'd prefer us not to use your photos.

12. Our Responsibility

- Our responsibility is limited to the value of your order.
- We cannot cover costs such as redecoration, delays, or work carried out by other trades.
- If something needs putting right, please give us the chance to do so.
- These Terms do not limit any rights you have if injury or death is caused by our negligence.

13. Your Consumer Rights

Nothing in these Terms affects your rights under UK consumer law.

14. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be heard in the courts of England and Wales.