

Terms & Conditions

Version: 2.0

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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. Custom and Made-to-Measure Products

- **Bespoke Specification:** All shutters, made-to-measure blinds, and Blind Screen® products are custom-manufactured to your individual dimensions and order specifications.
- **Cancellations & Order Changes:** Because these items are tailored exclusively for your order, requests to cancel, amend, or alter specifications cannot be accepted once manufacturing has commenced.
- **Returns & Non-Refundable Policy:** Custom-made products are non-returnable and non-refundable unless the item is verified as faulty, damaged upon delivery, or fails to match the confirmed order dimensions beyond standard manufacturing tolerances.
- **Natural Variations:** Natural characteristics—such as variations in wood grain, colour shades, tone, or texture—are inherent to wood, fabric, and woven materials and do not constitute manufacturing defects.

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

- Plantation Shutters: Most plantation shutters take between 10-12 weeks to be made, depending on the style and supplier.
- Blind Screen® & Made-to-Measure Blinds: Most custom blinds and Blind Screen® products are manufactured within 5-7 working days.
- Lead Time Status: All provided manufacturing lead times and targeted installation dates are estimates only and are not guaranteed timeframes.
- Unforeseen Delays: We accept no liability for production or transit delays caused by third-party shipping couriers, customs inspections, supply disruptions, or weather conditions beyond our reasonable control. Delays of this nature do not constitute a breach of contract and do not entitle the customer to cancel the order or claim financial compensation.

7. Delivery, Installation & Storage

- We'll contact you as soon as your order arrives 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 your order arrives, we can store them for up to 30 days free of charge. After that, storage is £25.00 per week.

8. Product Installation & Operational Notes

Plantation Shutters

- **Light Clearance:** Shutters are not blackout products - small light gaps around panels and louvres are normal.
- **Mid-Rail Positions:** Mid-rail positions may vary slightly due to panel height and louver spacing unless a specific fixed height is requested prior to manufacture.

- **Recess Levelling:** Trims or fillers may be used where walls or window surrounds are uneven; this is standard industry practice for a neat, level finish.
- **Combining Systems:** Combining blackout blinds with plantation shutters is an effective way to darken a room. While this setup significantly reduces incoming light, minor light filtration may still occur due to natural material tolerances, so 100% complete blackout cannot be guaranteed.

Made-to-Measure Blinds

- **Light Gaps:** Standard made-to-measure blinds (including roller, vertical, Venetian, and Roman blinds) require operational clearance gaps at the sides, top, and bottom. Light leakage around blind edges is normal and expected.
- **Safety Devices:** In compliance with child safety legislation, all corded or chained blinds will be fitted with permanent safety tensioners or cleats as required by law.
- **Fabric Drape & Alignment:** Minor variations in pattern alignment or fabric drape can occur on larger drops and do not constitute a defect.

Blind Screen® Systems

- **Light Exclusion:** While Blind Screen® honeycomb and blackout fabrics provide high-performance light blockage, complete 100% darkness cannot be guaranteed due to natural tolerance gaps and ambient light reflection.
- **Sealing Trims:** Specialised finishing trims (such as Sella Trim™ or Vano Seal™ foam) may be used during fitting to seal uneven recesses and maximise blackout performance.
- **Operating Track Clearance:** Track-guided systems require precise alignment; smooth glide operation requires keeping track channels free from dust, handles, or window obstructions.

General Installation Provisions

- **Customer Recommendations:** If you choose to proceed with an installation configuration against our technical advice, we accept no responsibility for performance limitations or operational issues.
- **Window Warranties:** For face-fixed or surface-mounted products, we accept no responsibility for any impact fixing holes or installations may have on third-party window frame warranties.

9. Product Features & Natural Behaviour

- **Material Adjustments:** Natural wood, faux wood, metals, and fabrics can expand or contract slightly with humidity and temperature changes - this is normal behaviour.
- **Visual Inspection Standard:** Minor surface marks or imperfections not visible from a distance of 1.5 meters under normal natural lighting conditions are considered acceptable manufacturing tolerances.
- **Environmental Exposure:** Damage caused by extreme moisture, high humidity, or direct UV exposure is not covered under warranty. For bathrooms, wet rooms, or damp areas, PVC shutters or water-resistant blind fabrics are recommended.
- **Fabric & Grain Variations:** Natural variations in wood grain, shade, texture, or fabric weave are inherent to bespoke materials and do not constitute manufacturing faults.

10. Warranty & Guarantee

- **1-Year Manufacturer Warranty:** Made-to-measure blinds, and Blind Screen® products carry a 1-year manufacturer warranty covering defects in materials and manufacturing from the date of installation.
- **3-Year Manufacturer Warranty:** All plantation shutters, carry a 3-year manufacturer warranty covering defects in materials and manufacturing from the date of installation.
- **Third-Party Coverage:** Warranties are provided directly by the primary product manufacturers. Waltham Shutter Company Limited acts as your point of contact to assist in submitting and processing claims on your behalf.
- **Limitation of Liability:** If a manufacturer is unable or unwilling to honour a claim due to operational cessation or policy breach, our liability is limited to assisting with reasonable resolution paths, and we are not liable for independent replacement or compensation outside warranty scope.
- **Warranty Exclusions:** The warranty strictly does not cover:
 - Normal operational wear and tear.
 - Natural fading, discoloration, or fabric degradation caused by sunlight exposure.
 - Exposure to unsuitable conditions (e.g., extreme moisture, condensation, or direct heat sources).
 - Accidental damage, misuse, neglect, improper cleaning, or unauthorised modifications made 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.