

5-year Manufacturer's warranty for Residential use

1. **Application of Warranty**

This warranty applies solely to products installed in a residential home environment.

2. **Exclusions – Commercial Use**

This warranty does not apply to residential properties used for commercial purposes, including but not limited to rental properties, B&Bs, Airbnb properties, or any other commercial use (whether for profit or not). Such applications are covered under the SP Blinds 2-year commercial warranty.

3. **Warranty Coverage**

SP Blinds warrants that each blind is free from defects in materials and workmanship under normal use and conditions for:

- **5 years** – blinds and hard-wired automation
- **3 years** – battery-powered automation

During the applicable warranty period, SP Blinds will repair or replace any product proven to be defective, subject to the terms of this warranty.

This warranty does not cover:

- Repairs, reinstallation, or upgrades to existing blinds
- Nickel-plated metal chains that develop rust due to environmental conditions

3. **Service and Costs**

The purchaser is responsible for returning defective goods to SP Blinds at their own expense.

Call-out charges for inspection, repair, or reinstallation will apply.

Any scaffolding or special equipment required for access or servicing will be at the purchaser's cost.

4. **What is Covered**

This warranty covers:

- Workmanship
- Operating mechanisms (including chain controls and

springs)

- All components (including head tubes, bottom bars, and brackets)

- Motors and electronic components

5. **Exclusions**

This warranty does not apply in the following circumstances:

- Products ordered outside SP Blinds' recommended specifications

- Incorrect installation or wiring

- Misuse, negligence, or lack of proper maintenance

- Accidental damage

- Fabric fading or discolouration

- Skylight or other non-standard blinds

6. **Fabric Disclaimer**

Fabric fading is a natural process and is not covered under this warranty. Due to New Zealand's high UV exposure, some degree of fading and shrinkage over time is normal and expected.

Please note:

- Minor colour variations may occur between blinds manufactured from different fabric batches

- Replacement blinds may appear different in colour compared to existing blinds that have faded over time

8. **Limitation of Liability**

SP Blinds and its distributors shall not be liable for any incidental, consequential, or indirect damage, loss, cost, or expense arising from the use of the product.

Different warranty terms and periods apply to commercial products and applications.

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