

Warranty

Warranty - by The Joinery Shutter Co Ltd

At The Joinery Shutter Co, we stand behind the quality of our shutters and are committed to providing our customers with a defect-free product. We guarantee that our shutters will be free from defects in materials and workmanship.

Since our shutters are meticulously handmade, there may be minor imperfections on some shutter panels. Should such a scenario arise, we encourage you to reach out to us for a review of the affected panels. It's essential to note that minor defects that do not impact the shutter's performance or are not clearly visible from a distance of two meters will not be considered as defects, provided you are the original purchaser and the shutters were appropriately installed using original materials and components. Please note that this warranty becomes void if the product is resold or transferred.

This warranty is exclusive and replaces all other obligations, liabilities, or warranties. Under no circumstances shall The Joinery Shutter Co be liable for incidental or consequential damages or any expenses associated with such damages. Our sole remedy under this warranty is to repair or remake defective products. However, we will not be liable for costs related to the removal and/or reinstallation of the product. Repairs will be conducted using like or similar parts. Please be aware that shipping charges and labour costs for measuring and installation are not covered by this warranty.

Furthermore, this warranty does not cover any damage or conditions resulting from unauthorised repairs, accidents, alterations, misuse, abuse, acts of God, motorised devices, wear and tear, or failure to follow our instructions regarding measurement, installation, cleaning, or maintenance. Using improper, inappropriate, or unauthorised replacement parts, repairs, or maintenance will void this warranty. We are not liable for any damage to the window frame, glass, or any other part of the window during the removal or reinstallation of the shutter. Additionally, due to natural variations in colour, grain, and texture in our products, we cannot guarantee exact matches to samples or subsequent orders. Normal variations such as these do not qualify for returns.

All other warranties, both express and implied, are expressly disclaimed, including any liability for consequential or incidental damages for any cause whatsoever.

We provide a 5-year warranty for the following components:

- Colour Fastness
- Structure
- Hardware
- Stainless Steel Hardware

Please be aware of the following restrictions on warranty periods for specific product ranges:

- All Wood shutters range: 3-year warranty for panels, structure, hardware, and colour fastness.

- Aluminium Security shutters: 5-year warranty for internal shutters and 3-year warranty for external shutters.
- Locks: 1-year warranty.
- Blinds: 1-year warranty.

We assure you that we take great care in crafting our shutters and are dedicated to resolving any issues that may arise during the warranty period. If you have any concerns or require assistance, please do not hesitate to contact us. We appreciate your trust in The Joinery Shutter Co and are committed to ensuring your satisfaction with our products.