



Shutter Shack Limited

CUSTOMER CHARTER

OUR RESPONSIBILITY

When we measure your windows we take on the responsibility of ensuring that the product will fit. We are experts at shutters and blinds and have installed many thousands of shutters. This gives you peace of mind to let us handle everything.

SHUTTER GUARANTEE

Shutters are guaranteed for three years from manufacturing defect against warping. If there is a problem and we have fitted the shutters then we will be responsible for any additional fitting required. If you have fitted the shutters you are responsible for any fitting required. It is pleasing to note that it is unusual to return to a customer after fitting apart from fitting additional shutters. Tolerances allowed: measuring +/- 2mm and 1mm warp over 300mm, please note that this does not include:

1. Using the interior shutters in an exterior environment
2. A tier on tier installation using Eco-Shutter
3. Products in a high moisture environment

SHUTTER MAINTENANCE

We provide a touch up paint for painted shutters should you damage the shutter. The louver movement can be tightened up or slackened off using the adjusting screw in the side of the shutter to suit your preference. For shutters with a wood finish please remember that wood is a natural product and its colour will mellow over time.

BLINDS GUARANTEE

Blinds are guaranteed for one year from date of purchase against any manufacturing defect.

LEAD TIMES

We endeavour to keep to our delivery times and are proud at the speed of delivery of our made to measure products. Shutters will normally be fitted within 6 to 8 weeks of placement of order, however we cannot be liable for delay outside our control which includes import customs.

FITTING

We will telephone to arrange a suitable time and date. It is important that we can contact you during normal working hours. If for any reason you are unable to allow our fitter access after agreeing a time and date please contact us immediately. We reserve the right to charge for attending a fitting where we cannot gain access.

Our fitters will put down a dust sheet and clear up after themselves. Furniture and obstructions must be cleared away prior to our fitter arriving, the fitter won't have time to move desks and televisions. If the fitter does move anything then we cannot be held responsible for any damage or breakage. At the end of the fitting we will remove all the packaging and recycle it.

PAYMENT

We require a 100% payment at placement of order. The products are made to your specific requirements and it is almost impossible to sell them to someone else. Windows historically were made by a carpenter on site and were designed to fit the hole left by the bricklayers. Even two windows side by side can vary by 20 or 30 mm even though they may look identical. Any balance is due on the day of delivery.

ECO STATEMENT

The success and strength of Shutter Shack is built on the foundations of innovation, quality and conservation. We are very aware that our future depends on responsible management of the earth's natural resources so we ensure that we use the most material efficient methods to make shutters and blinds that are known to us.