

# ALUMINIUMS

## **Returns**

- Received damaged via carrier must be signed for as damaged or unchecked
  - Decora fault returns will be repaired, remade or credited.
- Customer repairs will be repaired/remade and will have a minimum labour charge of £10.00 + v.a.t. and will incur carriage charges to and from Decora.

## **Incorrect Size**

- Can happen by width/drop being ordered, processed or manufactured incorrectly.
- Blinds to be returned for investigation (repair or replace)
- Fabric: if too short width/drop fabric will need to be re-cut
- Fabric: if too big width/drop fabric can be cut down to suit correct size
- Slats: If too short in width new blind will be ordered
- Slats: If too short in drop ladders will be replaced and more slats added
- Slats: If too long in drop ladders will be cut and excess slats removed
- Slats: if too big in width blind will be cut down to suit (nothing more than 60mm can be cut off the width of a blind, anything over this will have a new blind made)

## **Replacing tilter – (Wood, 35/50mm aluminium venetians)**

- Take the tilter out of the headrail by removing rubber retainers and tilt rod
- Re-thread cord through the two holes in the tilt wheel
- Cords are wrapped around the tilt wheel 3 times towards you and the other one 3 times away from you
- Put back into headrail

## **Replacing the cord lock**

- Pull cords out of the cord lock
- Take cord lock out of headrail
- Replace with new cord lock by clicking into place
- Thread cords back through cord lock

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## **Slats not sitting straight**

- Nips on ladders can be moved up or down depending on the slope
- Move nips to required position and re-tighten

## **Twisted/Bowed Slat**

- Replacement slats sent to repair slats

## **Working out draw cords**

- \* Width 0-1500mm                      3.5 x drop + width
- \* Width 1500mm- 1800mm            3.5 x drop plus middle cord of 2.5 x drop + width
- \* Width 1800mm x 2400mm           3.5 x drop + width (twice)

- Take draw cords out of bottombar
- Undo knots in cords
- Measure new cords
- Fuse the ends of the original cords to the start of the new cord
- Put Tippex at the point of the join so you know where the join is
- Pull cord through the blind (this will automatically re-cord the blind for you)
- Knot cords when pull through and put back into bottombar

## **Ladderwebbing faulty or uneven (Reladdering)**

- Top slat sitting at a slant on blind
- Caused by faulty or uneven ladderwebbing
- Blinds returned for repair

## **Incorrect Colour**

- Ordered, processed or manufactured incorrectly
- Blind will have to be returned for investigation
- Fabric/slats will be replaced if processed or manufactured incorrectly
- Charge will be incurred if ordered incorrectly
- Headrail may need to be changed to suit colour of slats/fabric required

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## **Incorrect Components**

- Correct brackets will be posted or dispatched along with another order leaving Decora

## **Incorrect controls**

- Ordered, processed or manufactured incorrectly
- Customer ordered incorrectly a new headrail will be charged
- Processed or manufactured incorrectly a new headrail will be sent FOC
- Original blind will need to be returned to Decora
- LH or RH controls are only available on blinds over 500mm in width