

ROLLER BLINDS

Mark or Flawed Fabric

- Usually a supplier issue when the fabric is badly flawed or marked
- The damaged fabric to be replaced
- Faulty fabric to be returned for inspection
- Credit to be raised if non-customer issue

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

Roller Fabric Allowances

Fabrics with a width of 1800mm

- If the drop is under 1500mm, the fabric allowance should be required from the width
- If the drop is over 1500mm, the fabric allowance should be required from the drop plus 500mm (this allows for enough fabric round the tubing and your scallop)
- If the width is over 1800mm, and the drop is over 1500mm, the fabric allowance should be 2 pieces of fabric cut to the width and the two pieces joined together at the top by a seam

Fabrics with a width of 2000mm

- If the drop is under 1650mm, the fabric allowance should be the required width
- If the drop is over 1650mm, the fabric allowance should be the drop + 500mm (this allows for enough fabric round the tubing and your scallop)
- If the width of the blind is over 2000mm and the drop is over 1650mm, the fabric allowance should be 2 pieces of fabric cut to the width and the two pieces joined together at the top by a seam

Duplicated Orders

- Processed, ordered twice
- Goods to be returned for investigation

If processing fault credit will be raised to account.

ROLLER BLINDS

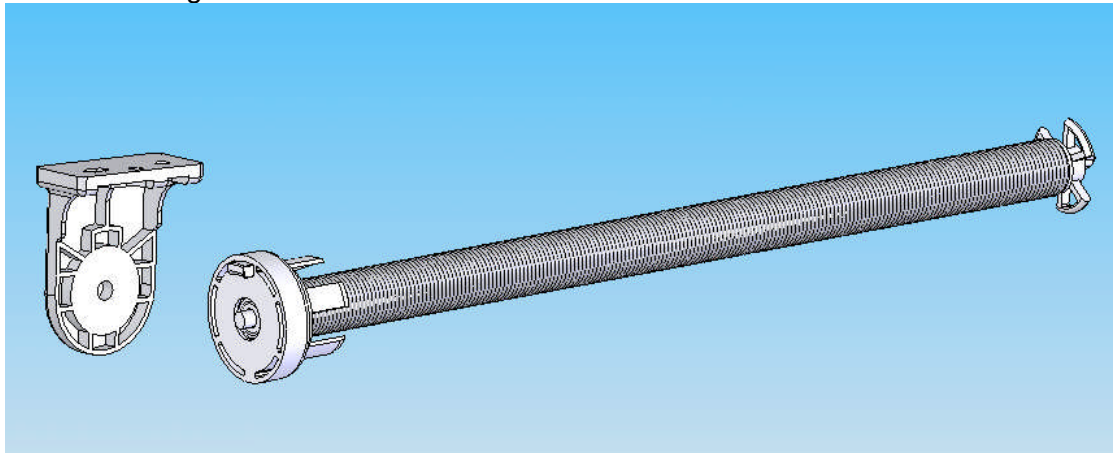
Returns

- 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 + vat and will incur carriage charges to and from Decora

Roller Blinds

Louvolite spring

- Wind the tension up until it clicks and holds in place
- Follow the diagram below:



- As above diagram shows the extended part of the spring, this must also slot into the bottom part of the bracket. This applies whatever way the bracket is fixed i.e. side or top.

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

Incorrect Components

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