

Marked or damaged wood slats

- Can arrive damaged from supplier
- Damaged during manufacturing or transit
- Slats need to be replaced

Return for repair or new slats can be sent out upon request.

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

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.

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

Balmoral wood blinds (with tape)

- Tape needs to be lifted out of the tape rolls
- Fold in tape can be either moved up or down to alter slope in slats

Twisted/Bowed Slat

- Replacement slats sent to repair slats

Scratches on wood slats

- Will need wood stain
- Put wood stain onto slats to cover scratches
- Use turps to wipe off the excess wood stain

(This will only work if the scratches are on the surface. If the scratches are deep slats will have to be replaced).

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

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