



2026 Terms & Conditions
USA Supply-Only
Pinoleum Blinds

1. NATURAL MATERIALS & CRAFTSMANSHIP

1.1. All Grants products are crafted from natural woven fibres and sustainably sourced woods.

1.2. As with all natural products, variations will occur — including shade differences, irregularities, and natural imperfections. These are inherent characteristics and not considered defects. Over time, fibres may change in colour, dry, shrink, or become more brittle with age. This is part of the unique beauty and behaviour of natural materials.

1.3. For Pinoleum custom colour or painted ranges, variations in paint coverage and the presence of paint accumulation (“paint clog”) due to the uneven weave of the natural fabric are inherent characteristics of the product. These are not considered defects and are excluded from warranty claims.

1.4. On Pinoleum blinds, minor splitting of sticks — especially on unbraided products — is a natural characteristic of the material and is not considered a defect.

2. SUITABILITY OF PRODUCTS

2.1. We recommend all clients review samples prior to ordering. Samples illustrate general appearance but cannot guarantee exact matches.

2.2. Natural products may respond differently to light, humidity, tension, and installation conditions. It is the responsibility of the client, designer, or installer to confirm suitability for the intended use and environment.

3. ORDERS & PRICING

3.1. All orders must be confirmed in writing with full specifications.

3.2. Quotations remain valid for 30 days.

3.3. Production begins upon receipt of confirmed order and, where applicable, deposit payment.

3.4. Lead times will vary depending on material availability, complexity, and seasonality.



4. CANCELLATIONS & CHANGES

- 4.1. As all products are custom-made to order, cancellations or changes cannot be accepted once production has commenced.
- 4.2. Any adjustments requested after order confirmation may incur additional charges or require a new quotation.

5. DELIVERY & RISK

- 5.1. Risk in the goods passes to the customer once the goods are delivered.
- 5.2. The customer assumes responsibility for transit insurance unless otherwise agreed in writing.
- 5.3. Delivery times are indicative and subject to shipping, customs, and third-party factors.
- 5.4. We are not liable for delays caused by transport disruption, customs clearance, strikes, pandemics, political events, or other circumstances beyond our control.
- 5.5. Import duties and taxes on entry into the USA will be paid by Grants Blinds Ltd unless otherwise agreed in writing.

6. INSTALLATION & HANDLING

- 6.1. Products must always be handled with care during delivery, storage, installation, and maintenance.
- 6.2. Improper handling, incorrect installation, over-tensioning, unsuitable bracket positioning, uneven weight distribution, unsuitable storage, or exposure to unsuitable conditions (including excessive moisture, high humidity, extreme dryness, or prolonged direct sunlight) may compromise performance and will void warranty coverage.
- 6.3 Installation instructions are available on request and must be followed.

6. RETURNS & CLAIMS

- 6.1. As bespoke items, products cannot be returned unless defective or delivered incorrectly.
- 6.2 Any claim must be notified in writing within 5 working days of receipt.
- 6.3 Freight damage must be reported immediately upon delivery, with supporting photographs and packaging retained for inspection.



7. RETURNS & CLAIMS

7.1. Grants warrants its products against manufacturing defects for a period of five (5) years from the date of delivery.

7.2. This warranty excludes:

7.2.1. Normal variations inherent in natural fibres and woven materials.

7.2.2. Fraying, wear, or deterioration to fabric edges or weave structure arising from the type, weave, finish, tensioning, or inherent characteristics of the natural material selected. Such occurrences are considered natural material behaviour and not manufacturing defects.

7.2.3. Minor splitting of sticks or natural movement within woven structures.

7.2.4. Damage resulting from misuse, neglect, improper handling, incorrect installation, or cleaning.

7.2.5. Damage caused by over-tensioning, incorrect bracket positioning, uneven weight distribution, or installation methods not approved by Grants Blinds Ltd.

7.2.6. Natural ageing, colour change, shrinkage, brittleness, or environmental response over time.

7.2.7. Products altered, repaired, or modified by others without prior written approval.

7.3. If a product is deemed defective under warranty, Grants will, at its discretion, repair or replace the item.

7.4. Liability is strictly limited to the value of the original product supplied.

7.5. This warranty does not cover removal, reinstallation, labour, access equipment, shipping, duties, or any associated third-party costs.

8. CUSTOMER RESPONSIBILITIES

8.1. Accurate measurements, specifications, and order details.

8.2. Safe and suitable installation by a competent installer.

8.3. Compliance with local regulations and building codes.

8.4. Ensuring the installation environment is suitable for natural fibre products, including appropriate humidity levels, ventilation, and protection from excessive moisture or extreme climatic conditions.

8.5. Correct handling and storage of the products prior to installation.



8.6. Disposal of packaging.

9. LIABILITY

9.1. We are not responsible for consequential, indirect, or incidental loss, installation errors, site conditions, or third-party costs.

9.2. Our liability is limited to the value of the goods supplied.

10. FORCE MAJEURE

10.1. Grants shall not be liable for delays or non-performance due to circumstances beyond reasonable control, including but not limited to supplier delays, shipping disruption, customs restrictions, natural disasters, pandemics, strikes, government restrictions, or material shortages.

10. GOVERNING LAW

11.1. All orders are governed by the laws of England and Wales.

11.2. Any disputes shall be subject to the exclusive jurisdiction of the English courts.



