



**Manufacturer's 2 Year Silver Service  
Warranty**

# 2026 Standard Terms & Conditions of Business

## I. THESE TERMS

1.1. These are the terms and conditions on which we supply products to you, whether these are goods and/or services.

1.2. Please read these terms carefully before we process your order. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem, and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

## 2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1. We are Grants Blinds a company registered in England and Wales. Our company registration number is 06774291 and our registered office is at Teardrop Centre, London Road, Swanley, Kent BR8 8TS. Our registered VAT number is 112 4047 66

2.2. You can contact us by telephoning 0800 652 2190 or by writing to us at sales@grantsblinds.com or at the address detailed above.

## 3. OUR CONTRACT TO YOU

3.1. These terms will apply to your purchase of any goods and/or services from us and may only be changed with our prior written authorisation. These terms together with your order, once accepted by us, will constitute the contract between you and us for our supply and your purchase of such goods and/or services.

## 4. PAYMENT & PRICES

4.1. The price for good and services which Grants will supply shown on the Order. All prices include VAT and other taxes unless otherwise shown. For overseas (Non UK) the client or the clients' representative (import broker) will be deemed to be the importer and thus any local fees and VAT will be payable by them? These fees are usually notified by the local shipping agent or courier at the time of shipping, including any other associated charges are to be paid by the client.

4.2. Following recent construction business failures, we do not accept that retention amounts are deducted during the construction process.



4.3. Any quotation given by us shall not constitute as an order and is only valid for a period of 30 business days from its date of issue. We reserve the right to amend our prices following the quotation expiry date as material prices and exchange rates can change.

4.4. Our price is based on any delivery and works being carried out during normal working hours (8am to 5pm – Monday to Friday and excluding Bank Holidays) in one continuous visit within the confines of a mutually agreeable programme. It also assumes that materials can be delivered in large full loads to site address. Multiple visits and multi-phased working will be chargeable unless specifically agreed and stated in our quotation. Welfare facilities are to be provided to our operatives and we do not include for these within our quotations.

4.5. Payment terms: we require a non-refundable 50% deposit upon order placement and 50% seven working days prior to installation.

Note: We will not start installation without the second payment.

4.6. We do not accept any cost set-off. Due to the nature of the specialist components used in our assemblies we cannot be responsible for any delays.

4.7. We will fix our price for 6-months from the date of receipt of the deposit payment. If the project is delayed, and we do not start production within 6-months of the deposit paid date, we reserve the right to revisit our quotation.

## **5. OUR PROCESS/GENERAL**

5.1. Within our preliminary costs we have allowed for the clearing of our rubbish to a central point adjacent/within proximity to our works, for clearing from site by others.

5.2. We have not allowed for production of fabrication and detailed drawings unless stated, we have also not allowed for taking on the design responsibility for this project unless stated within our quotation/offer.

5.3. We have made no allowance within our quotation for protecting our works. Any protection required will incur an additional cost unless otherwise agreed in writing.

5.4. We make no allowance for any builder's work (BWIC) and making good, this is to be deemed by others.

5.5. If we have allowed for installation of all our Blindspace® products, then prepared openings are to be made by others and a site survey is included, if it is supply only then no install or site survey is included unless stated in your order confirmation.



5.6. The client is also responsible for providing suitable access equipment (such as scaffolding or scissor lifts), as well as vacuum and clean-up equipment for the duration of the survey, installation, and any future maintenance visits.

5.7. We do not accept appointment of L.A.D.'s (Liquidated Ascertained Damages) or claims of consequential loss unless previously agreed in writing.

5.8. If no contract program is issued at tender/contract commencement, then we reserve the right to review our contract sum in light of potential acceleration or extended working hours. When storage of materials is required for specific call-off dates, or due to project delays, we reserve the right to charge for this unless otherwise clarified within our quotation.

#### 5.9. **Warranty & Guarantee**

We provide a **2-year guarantee** for products supplied and installed by us, covering **defective workmanship and defective materials**. This guarantee is subject to the product being **used and maintained in accordance with our recommendations** and allows for **fair wear and tear**. This guarantee **does not cover**:

Natural changes in the shade or colour of dyed, painted, printed or stained surfaces caused by exposure to light, including where fabrics or finishes incorporate UV-resistant treatments.

Damage or faults resulting from **improper use**, including but not limited to allowing a blind to operate onto an obstruction or leaving blinds lowered when windows are open.

**Fraying, wear or deterioration to fabric edges** where this arises from the **type, weave, finish or inherent characteristics of the fabric selected**. Such occurrences are considered a natural property of certain fabrics and not a defect in workmanship or materials.

For installations within our **standard service area**, all parts deemed defective under this guarantee will be **repaired or replaced free of charge** during the 2-year guarantee period.

Installations **outside our standard service area**, including but not limited to **Scotland, Wales, Cornwall, the far North of England and all offshore or overseas locations**, may be subject to additional charges to cover travel time, accommodation, and other associated costs for any service visits following the initial installation. Replacement parts remain covered under this guarantee and will be supplied **free of charge** where a valid warranty claim applies. This guarantee is **transferable** to a subsequent owner of the property in which the product is installed.



5.10. Any installation over 3.6m in height and/or those that require specialist equipment for access will be subject to a charge to cover all associated costs to access the blinds, including a second man where appropriate, this is also applicable during the warranty period. Parts are covered by the warranty and, if appropriate, will be replaced free of charge during the warranty period.

5.11. Battery operated blinds are exempt from receiving free service calls for charging issues and, therefore, call-out charges are applicable once installation has taken place. Parts do have a 5-year warranty should replacement be necessary during this period.

5.12. Motorised blinds should have a clear space below to lower fully without any obstruction, also checked that no debris is caught in blind before operation. If a blind fails due to an obstruction then the client will be responsible for any call-out fees and any costs for repair.

5.13. Blackout Roller Roof Blinds fitted to close to the glass can cause the potential of glass overheating and cracking. We recommend that the blind should be as far away from the roof as possible, but the absolute minimum distance between the glass and cloth should be 300mm. Lantern Roof - In this circumstances, the minimum distance between the lowest glass and the cloth should be 200mm. Fitting product closer than the above recommended distances, will result in no warranty support for the affected blind(s).

5.14. Design: if we have allowed the preparation of one set of drawings, and we will prepare 2 revised documents with the client's requested changes. If the scope of works changes following our drawing preparation stage and the project needs to be re-designed, we will change an hourly design rate of £75.00 (per hour) to prepare new drawings/amend the drawings accordingly. This applies to any drawing revisions which are outside of our standard 3 revisions (initial drawings, 1 x set of comments and 1 x survey updates).

5.15. We require all relevant CAD drawings and design information before we commence our design period. Any delay in providing this information will extend the program. Any late design information provided may also cause revisions and these are chargeable.

5.16. Distance selling regulations do not apply. We have a fully functioning showroom facility, and we encourage our clients to visit the showroom to view our products and discuss the project with a sales representative/the relevant estimator to ensure our offer is fully in accordance with the requirements and that our proposal is in accordance with the client.

5.17. If any items are omitted from our package following the sale, we reserve the right to charge for the loss of profit on this item. We have had instances in the past where we have



prepared and submitted our designs for an item, and it has been omitted from our order/constructed by others using our design drawings. Item costs may increase if any items are omitted from our quotation as the associated costs such as labour are generally spread equally across all items.

5.18. All warranties and guarantees become void/invalid if payments to us are not made in full (in the case of non-payment to our companies from our client).

5.19. All lead times provided are a guide based on recent production dates received. We cannot confirm exact delivery dates until we have received drawing approval and placed our orders with our factory/suppliers. Grants cannot be held responsible for any delays caused by ports, customs, strikes, political circumstances, pandemics for materials arriving from the UK or overseas, and we cannot offer compensation/cost reduction due to any issues relating to this matter.

5.20. We will take responsibility of our products until they have been installed, and once the units are installed, the responsibility of the product is the clients.

Note: We do not take responsibility for any damage caused by others when items are being stored on site.

5.21. The client is to dispose of any protective packaging that our products are shipped in once installation is complete.

5.22. The lead time from approval of drawing/survey for the window shading products is approximately 10-12 working weeks (unless stated otherwise as this can increase depending on the production workload and additions such as special colours and finishes).

Note: Our manufacturing facility has a 2-week Christmas shutdown period which is to be added to lead times when appropriate.

5.23. Any additional access equipment/other items required, will be charge at cost + 30% unless otherwise agreed.

Note: Please refer to clause 5.9 above for further information.

5.24. Awnings: Customers need to identify whether the installation property is of a suitable construction in order for an Awning to be installed.

Note: We cannot install an Awning on a property which has a timber frame construction.

If this has not been correctly identified by the customer then any resultant damage to the property or the Awning is specifically not covered by the guarantee and it is accepted by the customer that Grants are not responsible for any resultant costs.



5.25. We take no responsibility for securing the project overnight when our works are ongoing. This is to be the responsibility of the contractor on site. We can provide a cost/make provision for this upon request prior to our work starting on site.

5.26. Due to the bespoke specialist nature of our business we regularly:

5.26.1. modify or alter systems so that they work with a given solution, in a specific way or in a way that we feel is superior or better suited to the project;

5.26.2. fabricate systems to sizes beyond the manufacturer's recommendations; and

5.26.3. fabricate or supply systems which have not been tested to the given size or configuration that we are supplying/installing; and

5.26.4. use installation or fabrication methods/techniques which are not recommended by the system manufacturer so that they work in a way that is better suited to us or to the project; and

5.26.5. use fixing methods which are different to that recommended by the manufacturer of the system.

All items will be supplied with the specified warranty by Grants Blinds and not by the manufacturer of the product/system. We do not accept claims or liability where a report has been provided by the manufacturer or an independent body/company due to standard systems/products being supplied not being in accordance with the manufacturer's recommendations, being modified, or being outside of the manufacturer's recommended/tested sizes.

5.27. Where we have provided a quotation for an international project/works; we have not included import duties, custom duties and import taxes unless clarified within our quotation.

5.28. Grants Blinds assume that they are not required to be or be appointed as the principal contractor/ principal designer on the project. These duties are to be performed by others and arranged by the client.

5.29. We shall not be responsible for any injury, loss, damage, cost or expense suffered by you if and to the extent that it is caused by negligence or wilful misconduct by you or by breach by you of your obligations under the contract.

5.30. We shall not be liable to you if we are prevented from or delayed in performing any of the obligations that we owe to you under the contract if this is due to any cause beyond our reasonable control, including (without limitation):



5.30.1. An act of God, explosion, flood, fire, or accident; and

5.30.2. War or civil distance; and

5.30.3. Any strike, industrial action, or stoppages of work; and

5.30.4. Any form of government intervention; and

5.30.5. Any third-party act or omission; and

5.30.6. Any failure by you to give us a correct delivery address or notify us of any change of address.

**5.31. Pinoleum Custom Colour / Painted Type Range:** For products supplied in a Pinoleum custom colour or painted type range, 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 therefore excluded from warranty claims.

5.32. Products made from natural materials may display inherent variations in colour, texture, and weave. Some waviness, bowing, or “smiling” may occur, particularly across wider & longer spans. These characteristics are natural to the material and are not considered defects. Visual appearance may differ from samples or displays, and claims relating solely to these natural characteristics will not be accepted.

### **5.33. Fabric – Fraying Tolerance**

Fabrics are manufactured with a textured weave. Due to the nature of this, minor fraying or loose fibres may occur over time, particularly at the edges or with regular operation. This is considered a normal characteristic of the material and does not constitute a manufacturing fault. Such fraying does not affect the performance or safety of the blind and is not covered under warranty.

## **6. HOW WE MAY USE YOUR PERSONAL INFORMATION**

6.1. We store and process all Personally Identifiable Information in conjunction with current data protection legislation. Once an order is placed with us for works, we are contractually obliged to hold and process data pertaining to the project and store this data for the full period of the warranty. It is within your rights to request data erasure excluding data we are required to hold for contractual or legal obligations. We hold this data in accordance with our data retention policies. If you have any questions regarding our data policies or would like to request an amendment to data held, please contact [sales@grantsblinds.com](mailto:sales@grantsblinds.com).



6.2. We will use the personal information you provide to us:

6.2.1. To supply the product(s) you have ordered to you; and

6.2.2. To process your payment for the product(s) ordered.

6.3. We may pass your details onto an independent third party if required for dispute resolution.

#### 6.4 Visual Materials and Project Documentation

The Client acknowledges and agrees that Grants Blinds (“Grants”) may document its work through photographs, video recordings, 3D renderings, animations, technical drawings, and other related visual or digital materials (collectively, “Visual Materials”) for the purposes of quality assurance, internal training, design and product development, record-keeping, and marketing.

##### 6.4.1 Ownership and Rights

All Visual Materials created by or on behalf of Grants in connection with the Project shall be and remain the sole property of Grants. Unless otherwise expressly agreed in writing, Grants still retain a perpetual, worldwide, royalty-free, transferable and sub-licensable right to use, reproduce, modify, and display such Visual Materials for internal and external purposes.

#### Identifiable vs. Non-Identifiable Material

##### 6.4.2.a. Non-Identifiable Material

Visual Materials that do not reasonably permit identification of the Client, the property, or its location (“Non-Identifiable Material”) may be used by Grants without restriction.

##### 6.4.2.b. Identifiable Material

Visual Materials that reasonably permit identification of the Client, the property, or its location (“Identifiable Material”) may be used internally by Grants for documentation purposes, but shall not be published or disclosed externally without the Client’s prior written consent.

##### 6.4.3 Confidential / NDA-Protected Projects

Where the Project is subject to a confidentiality agreement or non-disclosure obligations, Grants shall comply with all such obligations. Notwithstanding the foregoing, unless



expressly prohibited, Grants may create and retain Non-Identifiable derivative materials (including abstracted renders, anonymized diagrams, or technical training materials) for internal use.

#### 6.4.4. Shared Photography and Collaborative Projects

The Client acknowledges that Projects may involve other professionals (including architects, designers, glazing specialists, and photographers). Regardless of who commissions, captures, or coordinates imagery, any Visual Materials depicting Grants' products, installations, or contributions may be used by Grants in accordance with this clause. Where reasonably appropriate, Grants will credit collaborators but reserves the right to publish independently.

#### 6.4.5. Review and Approval Process

Upon request, Grants shall provide the Client with previews of Identifiable Material intended for external publication and shall consider reasonable edit requests to protect privacy. No Visual Materials will intentionally include people, personal effects, or confidential design documentation without prior approval.

#### 6.4.6. Data Handling and Retention

All Visual Materials shall be stored and managed securely in accordance with applicable data protection laws. The rights and obligations set out in this clause shall survive completion or termination of the Project and shall continue indefinitely.

## 7. SITE/ACCESS

7.1. Unless stated in our quotation, all access equipment, be it fixed or mobile, is excluded and deemed to be supplied with free issue by others.

7.2. We endeavor to allow for all necessary access equipment within our quotation. However, we reserve the right to charge additional costs should we discover that further access equipment is required following our site/access survey. We make no allowance for craneage, unless agreed otherwise in writing or detailed within our quotation. All blinds/materials installed horizontally which exceed a weight of 350kg will require a crane for installation.

7.3. Our price is based on dimensions provided prior to quotation and confirm at site survey. The site survey will be a single visit unless otherwise clarified or agreed in writing. A £850.00 charge is payable for every abortive survey visit. We can supply a pre-survey checklist prior to our survey to clarify our requirements (please request if you require this if it has not been issued to you).



7.4. The customer is responsible for clearing the room in which the survey and/or installation is to take place in order to allow reasonable access for work to be carried out. Where a representative of Grants undertakes such clearance or is delayed by the customer, then Grants reserve the right to make a charge of £55 per hour (or part thereof) being reasonable additional charges for the site not being ready.

## **8. FITTING/SPECIFICATIONS**

8.1. With regard to material specifications, we have either followed the specification or made assumptions. However, we will require confirmation of the acceptance of these details or structural calculations provided before ordering any materials.

8.2. Light seepage: All non-Zip blind products in blackout material will have light seepage.

8.3. Zipped roller blinds may have puckering / creasing on the blind fabric due to the zip mechanism

8.4. Honeycell Duette® free hanging blinds can present up to 2% twist in the fabric, this is an inherent potential fault within the product and we cannot be held responsible for this should twisting occur.

8.5. Oversized blinds may require fabric joins depending on the chosen materials. Roof and window blind fabrics may not be available in the same range due to differing tension requirements.

8.6. We have priced for our own items and fixing to a suitable substrate. We are not responsible for the substrates of others or the suitability of existing structures to accept new loads/loads applied by our works. The client is expected to have carried out and received approval for all/any necessary structural calculations to accept the load and size of our products. Our drawings will be based on the information available to us at survey and, therefore, pilot holes may be required, and would be the responsibility of the main contractor. We have not allowed for associated site work unless stated i.e., supporting steelwork, timber grounds or lead flashing.

8.7. The site installation will be a single phase unless otherwise clarified or agreed in writing. A £1,200.00 charge is payable for every abortive installation visit without a minimum 5 days notice. We can supply a pre-install checklist prior to our install to clarify our requirements (please ask if you require this if it has not been issued to you).



8.8. We use our best endeavours to price all items correctly to the correct dimensions based on information received. It is the responsibility of the client to check our detailed quotation to ensure that we are compliant and that our schedule is in accordance with the requirements of the project.

8.9. Automated Equipment: We will install all automated equipment. Connection to the mains supply will be provided by others as Grants Blinds do not offer this service.

8.10. Different product/items may use a different material composition. Slight visual differences can sometimes be visible when a different material or coating is used.

8.11. All sizes stated on our quotation are unit sizes/back of frame or glass size. We reserve the right to re-cost the item if we discover that the item is larger than costed following our site survey. We work on a +/- 100mm basis. We will not charge additional monies unless the item is 100mm larger than that shown on our quotation.

8.12. Paint repairs: Any paint repairs should be inspected and viewed from 3m. If an imperfection is not visible at 3m then the repair is deemed to be acceptable. We will use our best endeavours to ensure that paint colours match as closely as possible. However, colour discrepancies are possible with repaired paintwork or when products are mixed/powder coated at different manufacturers/suppliers.

## **9. CUSTOMER'S OBLIGATIONS**

9.1. We will deliver the goods and supply the services to the place noted on the Order as the delivery address.

9.2. You will supply us with such information, rights of access and mains electricity that we may reasonably require in order to deliver the goods and perform the services and/or to check the goods and their installation where you notify us about a problem with the same.

9.3. In order to ensure safe working practices it is a condition of these terms that the area in which the works are to be carried out is cleared of, without limitation, pets, plants, furniture, breakable items and household residents.

9.4. You shall ensure that your electrical supply is safe and suitable for the goods we supply. We do not undertake any alterations or extensions to the main circuitry of the installation site. All connections by us will be to a 13amp socket.

9.5. In order to facilitate the installation your electrical supply may be interrupted for the safe work of the Company's representatives.



## **10. BREXIT**

10.1. We will charge for any additional import duties that arise at cost and lead times for products may need to be extended. We reserve the right to change imported/European products to UK manufactured products if EU products are difficult to source.

## **11. COVID**

11.1. During any type of global, local pandemic or crisis; it is possible that lead times will increase and that transportation/deliveries are delayed. It is also possible that suppliers will cease to trade due to being shut down or that financial issues are caused by a pandemic. In these events, we reserve the right to propose alternative products which we can source from alternative suppliers. In the event of delays caused by a pandemic or crisis, we will manage this to the best of our ability but we cannot be held responsible for any delays caused by this. We will not accept financial or compensation claims due to change of products or delays caused by a pandemic or crisis.



## **General Maintenance and Cleaning**

### **Fabric Care**

Remove dust with a clean soft brush. A vacuum cleaner may be used if it has a brush attachment. Be careful not to suck the fabric up inside the vacuum or damage may be caused. Spills or slight marks can be removed with a mixture of mild detergent and water using a soft cloth. Do not rub fabric too hard. Rinse thoroughly with clean water and allow to air dry. Do not roll up wet. Use a non-coloured eraser to remove superficial stains. If in doubt test a small area first.

### **Motorised Blinds**

- Remember to switch off the power supply to the blind, before carrying out any cleaning or maintenance.
- Dust and clean as with manual blinds but exercise great caution not to use water anywhere near the motor, which is situated inside the larger headrail section.

### **Motorised Blinds Upper & Lower limits settings explained:**

When motorised blinds are installed and commissioned. The blind is programmed to stop at the top (Upper limit) and stop and the bottom (Lower limit.) If the blind hits an obstacle on the way down, the blind will continue. This is turn can damage the material and cause the blind to malfunction requiring a technician to attend to fix the blind.

It is important that no obstacles eg; Chairs, shoes, plant pots, furniture are left under the blind when the blind closers. This will cause the blind to malfunction and is not covered under our warranty.

When operating electric blinds. There is no need to touch the blind itself. Always use the remote control provided.

### **Words of Caution**

All Blinds should be operated with care, as with any other domestic appliance or fitting. Careless or rough treatment will result in damage. If you are unable to move the blinds for any reason whatever, never force them – rather call us for advice, and we would most likely be able to talk you through the problem over the phone; alternatively, we will send a technician to you when we are next in your area.

Do Not allow children to play with the blinds, particularly with the cords (if you have free-hanging models.)

We cannot accept responsibility for blinds damaged by inappropriate use.



