

Terms & Conditions - Cross Blinds & Shutters

1. Introduction

These Terms and Conditions apply to all transactions between Cross Blinds & Shutters ("we", "us", or "our") and our customers ("you" or "your"). By placing an order or using our services, you agree to be bound by these Terms.

2. Quotations and Orders

- All quotations are valid for 30 days unless otherwise stated.
- Orders are confirmed upon receipt of a signed contract or written/email acceptance.
- We reserve the right to adjust prices if supplier costs or specifications change prior to order acceptance.

3. Measuring and Installation

- We offer free home consultations, including measuring and product advice.
- It is your responsibility to ensure the installation area is accessible and prepared.
- Installation dates are estimates and may be subject to change due to product lead times or unforeseen delays.

4. Products

- All blinds, flyscreens, and shutters are made to measure. Minor variations in shade, texture, or grain may occur.
- Product images on our website or brochures are for illustrative purposes only.

5. Payment Terms

- A 40% deposit is required at the time of order for all made-to-measure products.
- A 50% deposit is required for shutters and flyscreens.

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- The remaining balance is due on or before the day of installation, unless otherwise agreed in writing.
- Late payments may be subject to interest at 4% above the Bank of England base rate.

6. Cancellations and Refunds

- As all products are custom-made, cancellations after production has begun are non-refundable.
- Faulty goods will be repaired or replaced in line with your consumer rights.
- Approved refunds will be processed within 14 working days.

7. Warranties

- Blinds and flyscreens come with a 3-year manufacturer's warranty.
- Shutters are covered by a 3-5 year warranty, depending on the product type and manufacturer.
- Warranties cover manufacturing defects only.
- The warranty does not cover:
 - Accidental damage or misuse
 - General wear and tear
 - Issues caused by moisture, pets, children, or incorrect use
 - Modifications or repairs not carried out by Cross Blinds & Shutters or approved representatives

8. Liability

We are not liable for indirect, incidental, or consequential losses. Our maximum liability will not exceed the total paid for the goods/services in question.

9. Data Protection

We handle your personal information in accordance with our Privacy Policy. Your details will not be shared with third parties without your consent, except where necessary to deliver services.

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10. Governing Law

These Terms are governed by the laws of Scotland. Any disputes shall be resolved under the exclusive jurisdiction of the Scottish courts.

Contact Us

For questions about these terms or your order:

Email: info@crossblinds.co.uk

Phone: 01236 733807