

Terms and Conditions – Sweet Home Blinds

1. General These Terms and Conditions apply to all quotes, orders, and contracts between Sweet Home Blinds (“the Company”) and the Customer. By paying a deposit or the full invoice amount, the Customer agrees to be bound by these terms.

2. Payment Terms & Acceptance (a) **Standard Terms:** A non-refundable deposit of 50% is required to initiate production. The remaining balance is due strictly upon completion of installation or prior to delivery. (b) **Full Payment Discount:** Where the Company offers a discount for full up-front payment, payment of the discounted total constitutes the Customer’s total acceptance of the order specifications and these Terms and Conditions. (c) **Effect of Payment:** Any payment (whether a 50% deposit or 100% full payment) acts as a confirmation that the Customer has checked and approved the quote, quantities, fabrics, and dimensions.

3. Accuracy of Information The Customer is responsible for ensuring the accuracy of all information provided, including specifications and delivery details.

4. Site Access & Preparation The Customer must ensure the site is ready and safe for measurement and installation. Existing window treatments must be removed prior to installation unless a removal service is explicitly quoted. The Company reserves the right to charge a re-attendance fee if the site is not ready.

5. Building Variations & Structural Issues The Company is not responsible for installation issues arising from structural irregularities (e.g., non-level ceilings or unaligned frames). Additional labor costs may apply for significant site rectification.

6. Product Characteristics & Variations (a) **Fabric Nature:** As a soft material, natural variations in weave and texture may occur. (b) **Dye Lot Variations:** Minor color differences between showroom samples and final products are due to different manufacturing batches and are not considered defects. (c) **Environmental Effects:** Minor stretching or shrinkage may occur over time due to humidity and temperature.

7. Light Gaps & Performance The Customer acknowledges that 100% light blackout is often not possible due to necessary operational clearances. Light gaps at the edges are a standard characteristic of certain window treatments (e.g., roller blinds).

8. Lead Times & Delays Estimated lead times are provided in good faith. The Company is not liable for delays caused by third-party suppliers, shipping, or circumstances beyond our reasonable control.

9. Retention of Title (a) Title to the goods remains with Sweet Home Blinds and does not pass to the Customer until all amounts owing have been paid in full. (b) Until title passes, goods remain "chattels" even if installed. The Company reserves the right to detach and repossess goods in the event of payment default. (c) The Customer irrevocably licenses the Company to enter the premises to recover goods if payment is overdue.

10. Cancellations & Alterations As products are custom-made, orders cannot be cancelled or altered once production has commenced. Any requested changes will incur additional costs.

11. Warranty & Australian Consumer Law (ACL) Our goods come with guarantees that cannot be excluded under the ACL. This warranty does not cover damage caused by misuse, accidents, or unauthorized alterations.

12. Governing Law These terms are governed by the laws of the Australian Capital Territory (ACT).