

Style Group Window Treatments Warranty

All products provided and installed by Style Group are covered by the respective manufacturer's warranties.

Please note that the guarantee on Style Group-supplied products does not extend to defects or damage resulting from accidents, alterations, misuse, abuse, normal wear and tear, or failure to comply with cleaning and maintenance instructions. Additionally, fading of fabrics and timbers caused by direct and/or indirect sunlight is not included in the warranty. Style Group shall not be held liable for incidental or consequential damages or any other direct or indirect damage, loss, cost, expense, or fee.

This warranty specifically covers the repair or replacement of any defective material or component within Style Group's product range. Manufacturers guarantee that blinds and awnings will be free from defects in material and workmanship for a maximum of five (5) years, and for fabrics, the warranty follows the terms provided by the fabric suppliers.

- Norman Shutters – 10 year No Questions Asked Warranty¹
- Norman Blinds and Shades - 5 year No Questions Asked Warranty¹
- Blind and Awning Components – 5 Year Warranty – exclusions apply
- Veri Shades – 2-year warranty
- Woodlook Venetian Slat – 1 year warranty
- Techwood Venetians – 5 years warranty
- Ziptrak® awning components – 5-year warranty
- Zipscreen™ awning components – 5-year warranty
- Refer to Australian Standards and Tolerances Guide for viewing positions* Normal viewing distance: All products = 1200mm
- Fabric (limited manufacturer's warranty, no warranty on rolling performance)
- Motors (limited manufacturer's warranty. Not covered if water damaged or burnt out)

¹ Norman's No Questions Asked (NQA) Warranty offers a one-time, free like-for-like replacement of a shutter, blind, or shade if it becomes damaged or inoperable after installation — even if it's the customer's fault. It excludes motorisation, batteries, accessories, showroom items, and labour costs. The replacement must match the original product exactly.

Motorisation:

- Automate AC (240V) Motors - 7 Years
- Automate Battery Powered Motors - 5 Years
- Automate Wirefree Wand Motor - 3 Years
- Automate Controllers & Accessories - 7 Years

Matching Dye Lot

Dye lot matching is not guaranteed for blinds ordered at a later date. Minor colour variations may also occur between the final product and any sample or swatch provided, as swatches are intended as a general guide only.

Under the Australian Consumer Law, our goods come with guarantees that cannot be excluded. You have the right to a replacement or refund for a major failure. Additionally, if the goods fail to meet acceptable quality and the failure does not constitute a major failure, you are entitled to have the goods repaired or replaced.

This warranty is valid only when full payment for the installation has been received.

The Warranty does not cover:

- Abuse to the Products or Components such as alterations, accidents, misuse.
- Products meeting Product Performance expectations outlined in our Guidelines, Terms, and Conditions
- Fair and reasonable wear and tear.
- Exposure to elements (sun damage, wind, or rain), and gradual discoloration over time.
- Exposure to chemicals, corrosive elements such as cleaning products, insects, marine environments, and salt air
- Damage resulting from exposure to high moisture and high humidity environments (leading to mould, mildew, or fungal growth) in areas like kitchens and bathrooms.
- Condensation damage.
- Loss of motor programming caused by power surges or user error.
- Failure to follow Style Group's care, maintenance, and operating instructions as provided in our installation guides.
- Holes, runs, or fraying of the material occurring more than three months after installation.
- Broken chains, cords, or mechanisms occurring more than three months after installation.
- Costs for hire equipment required to complete a warranty repair — including but not limited to scissor lifts, scaffolding, or elevated work platforms — are **not included**, even if such items were included in the original quotation. Any necessary access equipment will be quoted and charged separately prior to the warranty service being carried out.

Style Group warrants the travel and workmanship for 3 years, with any extended period covered by the supplier's warranty. **Labour and travel costs** are covered for 3 years from the date of installation; after this period, fees will apply.

This warranty is not transferable — only the original purchaser of the products can make a claim under this warranty.

The most common cause of damage to blinds is a window being left open whilst the blind is in the down position. This action will void your warranty.

The Folding Arm Awning and External Roller Blinds systems have a wind class rating specified in the Product Manual of each system. Notwithstanding this wind rating, it is the responsibility of the Customer and/or user to retract the Products in windy conditions, as wind conditions are immeasurable in relation to the Product in situ. This Warranty does not apply to Products damaged by wind, gusts or squalls more than the wind class rating as specified in the Product Manual. Automated wind sensors are recommended to only be utilised as a safety measure, but never to be relied upon.

Please be aware that this warranty supersedes all previous materials related to warranties published by Style Group.

Please note that this warranty is non-transferable, and only the original purchaser of the products can make a claim under this warranty.