



How we operate Terms & Conditions

Things you need to know:

Updated July 2025

1. **Parties:**

– Agreement is between Country Home Shutters Limited (CHS) and the the Purchaser named on the estimate/quotation and may **not** be assigned without CHS prior written consent.

2. **Quotations:**

- Once any quotation is verbally accepted, by email, or text and confirmed with a deposit, the Purchaser has entered into a contract with CHS and deems to have accepted the T's & C's.

3. **Deposit:**

– All estimates/quotations need to be secured with a 60% deposit but not limited to. Each estimate/quotation is judged on it's own merit and CHS reserves the right to ask for a deposit.

4. **Cancellation:**

– Once an estimate/quotation has been verbally accepted or by email / text message and secured by a deposit,

and the Purchaser then wishes to cancel for whatever reason, CHS shall **not** be obliged to refund the deposit as shutters are tailor-made to that specific purchaser.

5. **Survey:**

– All surveys are conducted for free in measuring and determining the style, range and colour of the shutters.

It is up to the householder/Purchaser to determine that they understand exactly what they have agreed upon concerning the style, range, colour, hinges,

frames, tilt rods, etc of the shutters so that there is no confusion.

Although CHS will endeavour to explain everything clearly, the onus rests on the householder/purchaser to make sure they understand what was discussed.

No alterations to design etc can be changed once order has been placed.

For surveys to be conducted successfully we request that space is created for the surveyor to be able to measure without obstruction.

6. Characteristics:

- The beauty and nature of wood is that no two pieces are identical. Each has it's own natural grain and variations.

The factory will not consider minor imperfections not readily apparent from a distance of 4 (four) feet, in ordinary light, to be defective.

All our shutters are measured to sit as tight to the window as possible, we allow for the louvres to clear the window handles **excluding keys** (they need to be in the locks at the time of survey if you want them considered).

If there is not enough space for the louvres to avoid clashing with window handles we will do our best to advise solutions on changing such, this will be at the **Purchasers expense** to change.

Shutters or blinds will **not** create a 100% blackout situation.

Due to the natural properties of timber, no length is perfectly straight. Therefore this may result in uneven light

discrepancy when the shutters are closed. This is **not** deemed a defect.

Water and moisture can damage wooden and MDF shutters.

Any changes or missing information, including number of windows, will be held subject to surcharge for Purchasers cost.

CHS **cannot** be held responsible for the uneven structure and shape of existing windows, doors and walls.

Also, CHS **cannot** be held liable if upon final survey it is determined that special battens are required and will therefore be for the Purchasers cost.

Panel configurations are agreed upon as per quotation and or as per final consultation with surveyor. It is the

Purchasers responsibility to make sure they understand how the products will be installed and how they will operate.

Any changes to panel openings, including T-posts, are to be rectified at the Purchasers expense.

Bi-folding panels **may not** line up with the existing windows.

Midrails and tier-on-tier splits **may not** line up with window crossbars.

To do with structural requirements, under certain circumstances we may have to move a midrail location slightly from it's central position. This is to ensure top and bottom rails are large enough to provide adequate support. The louvres themselves then determine where the midrail can be located (where a full louvre ends).

CHS **cannot** be held responsible should the window dimensions change after an order has been placed. We fully recommend any renovations / building / tiling work be

completed **before** order is placed to ensure the accuracy of product measurements.

Plantation shutters provide a fully adjustable Louvre solution, however the louvres themselves do not provide any structural benefits. Due to this we ensure we achieve structural satisfaction by using sufficiently sized top and bottom rails, manufactured to a **minimum of 95 mm**. If you require smaller rails it may be possible to reduce the height but it will void any warranty.

7. **Liability:**

– CHS accepts **no** liability of any sort relating to any damage caused by the installation of the shutters. CHS do take precautions when working in or around the Purchaser's property. It remains the **Purchaser's responsibility** to remove any furniture or items that might obscure the installation and should any household item become damaged, CHS again accepts no liability.

8. **Installation:**

– The **date** of any installation will be confirmed between the Purchaser and CHS and once confirmed cannot be altered but may be changed by CHS due to the variations of transit by sea.

CHS request that sufficient space be created in front of windows for the fitter to be able to assemble the frames, and that window sills be clear. Any obstruction to the fitter could result in cancellation of the fitting and the new date be determined at CHS discretion. Walls should be free of items and valuable ornaments etc should be removed.

On very rare occasions, human error may happen with the process. Should this take place, CHS will take responsibility for any error in our own services and will manufacture replacements at our own cost. Shipping will be via standard lead times. CHS is unable to offer any discount or compensation on the agreed sums for the work that has taken place.

Our lead time of 12 - 14 weeks is only an estimation and cannot be guaranteed due to the vagaries of global shipping. No compensation can be offered as these delays are beyond our control.

Please note that on rare occasions installations may be cancelled due to illness or factors beyond our control. In this case we cannot offer compensation for loss of time.

I, the Purchaser, understand that installations that cannot be completed on the assigned day through no fault of CHS will be subject to additional fitting charges as fitters would have been booked for their time.

I, the Purchaser, understand that CHS must be made aware of any fitting cancellation a minimum of 48 hours prior to installation. Failure to do so will incur a cancellation fee of £100.

CHS is proud of the work our team carries out and asks them to photograph their work for the sole use of CHS and may be used in our marketing and SEO. **If you are unhappy for us to do so please let our team know.**

9. **Payments:**

1. CHS will only accept CASH, BACS/ONLINE and DEBIT / CREDIT card (Visa and MasterCard) payments.

2. **Balance** of payment is strictly **payable on or before** the day of installation, **not after**.

3. Late payments after 3 days will incur a penalty charge of 4% on the whole amount.

4. Should any monies still be owed without written consent, then CHS reserves the right to proceed with legal actions and any incurred costs will be for the Purchaser's account.

5. CHS owns the rights to any goods, wares and merchandise until paid in full when it is transferred to the homeowner/Purchaser.

6. Vat:- CHS is **vat registered** and any estimates/ quotations will be inclusive of vat. (VAT Number: 3892807)

10. **Warranty/Guarantee:** – In addition to your statutory rights, solid wooden and aluminium shutters carry a 7 year warranty, polyvinyl shutters carry a 5 year guarantee from date of installation in respect of any fault as a result of workmanship. Colour fastness is covered for 5 years. Hardware (hinges) are covered for 1 year. Stainless Steel hardware is covered for 3 years.

Blinds are backed by a one year guarantee.

Other products (such as motorised components etc.) carry a guarantee in line with their manufacturer.

11. **Complaints:**

– The Purchaser agrees to notify CHS in writing and give us sufficient opportunity in which to remedy any complaints that they might have.

12. Law:

– Nothing in these terms & conditions reduces your statutory rights relating to faulty goods including any failure to carry out our obligation.

GDPR

CHS keeps customer details for a maximum of 10 years for warranty purposes, at no stage do we keep bank or card details on record.

We may **share** your Data with the following groups of people for the following reasons:

Our employees - information is shared within CHS to process product orders;

Third party service providers who provide services to us; CHS uses overseas manufacturers, customer information such as order specification and dimensions is required to be shared so the ordered product can be manufactured and labelled.

Relevant authorities - in the case that an official request has been made in writing by the appropriate authorities to assist in any investigations.

If the client breaches a contract of sale and fails to make the final payment, the client details will be shared with a nominated debt collection company and/or legal representative.

Your rights, You have the following rights in relation to your Data:

Right to access - the right to request copies of the

information we hold about you at any time, or that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.

Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.

Right to erase - the right to request that we delete or remove your Data from our systems.

Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.

Right to data portability - the right to request that we move, copy or transfer your Data.

Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: countryhomeshutters@gmail.co.uk

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Country Home Shutters Limited

Company Number: 13419877

(These Terms and Conditions & GDPR are applicable to all companies associated with CHS)