Regency Knights
curtains · blinds · awnings · shutters

50 YEARS CELEBRATION

Warranty Guide

YOUR PEACE OF MIND, EXPLAINED SIMPLY

Every Regency Knights installation comes with two layers of protection: our own installation promise, and the manufacturer's warranty on the product.

OUR INSTALLATION PROMISE

12 MONTHS

We come back. Free of charge.

If anything isn't right with your installation in the first 12 months, give us a call. We'll come back out and sort it, at no cost to you.

Brackets, tracks, alignment, operation or how it hangs, if it relates to our installation, it's on us.

MANUFACTURER WARRANTY

5 to 25 YEARS

Backed by the brands we use.

The products we supply carry their own manufacturer warranties. Most range from 5 to 25 years, depending on the product and the supplier.

Not sure what applies to yours? Contact our office and we'll confirm the exact warranty for every product on your order.

How your cover works over time

INSTALLATION DAY TO 12 MONTHS	12 MONTHS AND BEYOND
Return visits and repairs included	Manufacturer warranty continues. Service visits at standard rates.

The fine details

GOOD TO KNOW

- Your warranty starts on your installation date.
- We're always here to help. From 12 months after installation, call-outs, labour and repairs are charged at our standard service rates, whatever the cause.
- If a product is still under manufacturer warranty, we'll handle the claim with the supplier for you, and the supplier covers the product or parts.
- Warranty applies once your account is paid in full, to the original purchaser at the installed address.

WHAT ISN'T COVERED

- ☐ Accidental damage, misuse, or damage caused by the user, operator, children or pets.
- ☐ Use outside normal living conditions, such as wet areas, high humidity or condensation, salt air, or outdoor products left out in high winds and storms.
- ☐ Products altered, repaired, removed or reinstalled by anyone other than Regency Knights.
- ☐ Normal wear, and fabrics settling or relaxing over time.
- ☐ Damage from incorrect cleaning or care.

Need a hand?

CALL	EMAIL	VISIT
02 6221 9350	sales@regencyknights.com.au	1/60-62 Wollongong St, Fyshwick

Have your invoice number handy. A photo or short video of the issue helps us sort it faster. Showroom: Mon to Thu 9am to 5pm, Fri 9am to 4pm, Sat 10am to 2pm.

YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW

This warranty is provided by Regency Knights Window Fashions, 1/60-62 Wollongong Street, Fyshwick ACT 2609, phone 02 6221 9350, email sales@regencyknights.com.au. To claim, contact us within the warranty period with proof of purchase. The benefits given by this warranty are in addition to other rights and remedies you have under the law in relation to the goods and services it covers. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled: to cancel your service contract with us; and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.