

We're pleased to offer Norman's "No Questions Asked (NQA) Warranty" giving your customers real confidence when they purchase quality Norman shutter, shade and blind products made available only through Norman Australia.

Australian customers supplied with quality Norman custom made window covering products now have unprecedented peace of mind with the only "NQA Warranty" offered in the market. It is the warranty that even covers life's little mishaps. If they break it, we'll offer a one-time repair or replacement, for free with no questions asked!

Norman's NQA warranty provides consumers a one-time repair replacement for the same product should it become damaged, defective or inoperable after the point of installation. This NQA warranty excludes battery replacement, all motorisation and colourfastness on all products. It is not able to be claimed against product ordered for showrooms or samples.

The warranty applies to orders placed with Norman Australia from February 1, 2019, for all shutter programs, Honeycomb Shades, SmartPrivacy wood and Fauxwood blinds, Soluna Roller Shades and Perfect Sheer products. The warranty period commences from the ship date indicated on the order.

ADDITIONAL TERMS AND CONDITIONS

Norman's NQA warranty starts on shipment of your product. It does not cover products that have transferred ownership, been misused, modified, improperly measured or damaged during installation.

Products replaced under this warranty must be exactly the same as the original order placed with Norman (program, material, colour, size, etc.). The warranty does not apply to any product that the Retail Partner elects to waive warranty as a result of the Retail Partners request to supply a product outside specification or is outside the original warranty period.

If Norman Australia concludes that a replacement will not solve the warranty claim and the appearance and operation is in compliance with our product specification, we reserve the right to decline supply of the replacement product. Also, from time to time we may request photos of the non-conforming, defective or damaged product to improve our product design, production systems and quality control procedures.

The No Questions Asked (NQA) warranty is designed to give the Retail Partner and end user peace of mind as it is able to be claimed against in the event of an incident occurring which is not related to factory error or transport damage.

As the NQA can only be claimed once per item, it is wise to only use this warranty for its intended purpose.

Trip charges, labour charges for re-installation, and express shipping fees are not included in the warranty.

After the one-time NQA warranty has been exercised on an item, future warranty claims for defective or non-conforming product on the same item within an order will be processed upon normal warranty conditions. This requires the Retail Partner to provide sufficient evidence showing the product fault for Norman to proceed with the remake at no charge, otherwise the Retail Partner will have to reorder the product and be invoiced accordingly.

For shipping damage claims please report within 9 weeks from shipment date (ex- factory) for container freight, and 21 calendar days from receipt of goods for airfreight shipments. Please report all shipping damage under the RGA tab on the Norman portal and provide clear photos so we can bring the damage to the attention of our logistics providers and, where required, improve our packaging methods. If the claims are outside these dates any replacement product will be supplied as a reorder.

NORMAN AUSTRALIA GENERAL WARRANTY PERIODS

PRODUCT	ITEM	WARRANTY PERIOD
Shutters - All Ranges	Material & Workmanship	5 years
	Colourfastness	3 years
	MS4 Motorisation	5 years
	Exception: Primed/ Unfinished Shutter	Not Covered
Blinds - SmartPrivacy	Material & workmanship	3 years
	Colourfastness	3 years
	Exception: Performance Fauxwood	2 years
Shades - Portrait Honeycomb, Soluna Roller, PerfectSheer	Material & Workmanship	3 Years
	Colourfastness	Not Covered
	Shade Motorisation	2 Years
Components	Operational Cords	3 Years
	Non-Stainless-Steel Components	2 years
	Stainless-Steel Components	3 years