

Terms and Conditions of Sale

1. The signatures of the Customer and the sales representative of the Roller Smart Shutters (“Supplier”) on the front of this form, AND / OR a deposit of at least 25% of the total agreed price, shall constitute a binding agreement between the Customer and the Supplier from the date the payment of deposit is received in our bank account.
2. We strive to ensure that our goods and services are described as accurately as possible, however we do not warrant that the description is accurate. Where we become aware of any misdescription, we reserve the right to correct any error or omission.
3. The price quoted on this form for the supply of goods and services may be varied by the Supplier within a period of 4 days from the original date of the agreement. The Customer has the right to cancel this agreement by delivering written notice of their non-compliance of the varied price to the Supplier within 4 days of the receipt of the variation of the advice. In the event that the Customer delivers the written notice to the Supplier within 4 days from the date of service of a notice of variation then this agreement shall be cancelled and all monies paid by the Customer to the Supplier shall be refunded by the Supplier to the Customer.
4. The ownership of the goods will remain the property of the Supplier until such time that all monies for goods supplied and installed are paid in full by the Customer. Payment in full will transfer ownership to the Customer.
5. In the event an order is placed, and the Customer requests an installation that exceeds 60 days from the original agreement, the Supplier has the right to apply any price adjustments to the original agreement, they are incurred by the Supplier due to labour, storage or material costs. The Customer may cancel this agreement by providing the Supplier with notice in writing within 7 days from notification of price variance. In this instance, all monies will be returned to the Customer in full.
6. In the event that the Supplier is unable to provide the goods or service within sixty days from the date hereof the Supplier shall have the right to cancel this agreement by delivering to the Customer written notice of such cancellation pursuant to this agreement. The Supplier will not be liable for any loss to the Customer occasioned by this action.
7. All discounts offered and advertised apply for sales where payment is directly made to us by the customer. Discounts do not apply to payments made by the “interest free” finance option.
8. It is agreed by and between the parties that the laws of the state of Western Australia shall be the laws applicable to this agreement or any dispute arising therefrom.

Warranty Works: From the installation date for products supplied and installed by the Supplier

Aluminium Components: Components like Slats, Extrusion Guides etc. manufactured in Aluminium have a 10 Year Warranty

Motor has a 5 Year Warranty and applicable only when directly attributed to failure of the motor

All other components including electronic, Wi-Fi, remote etc. have a 1 Year Warranty

Fair wear and tear are expected due to repetitive use and excepted from the warranty clause,

Voiding the Warranty: Damages to products and installation due to vandalism, accidents, misuse and or any act that is beyond our control are NOT covered under this warranty clause

Callout Fees: All Warranty Works attract a Callout fee of \$ 150.00 (subject to change without notice), cost of parts and labour should there be a cause that voids the warranty clause.

Servicing & Repairs: All repairs undertaken will carry a 3 Month warranty on parts and labour

Terms and Conditions of the 10 day Installation Guarantee

- 10 working days exclude weekends and public holidays.
- If the installation is unable to be completed due to the weather conditions or any other reasons beyond our control, the 10 days period will be extended until it is appropriate and the payment for roller shutters will not be waived.
- If the installation for the roller shutters is started within the 10-day guarantee period and the job is not yet finished due to unforeseen circumstances, including mismeasurement, the payment for the roller shutters will not be waived.
- 10 days are counted from the date in which the payment is cleared into Roller Smart Shutters Bank account. All cash and credit card payments made on weekends & public holidays will be counted from the next working day.
- The 10-day installation guarantee period will become void if the Customer requests a specific installation date.
- Payment is due on the day of installation. Late payments may incur a 5% daily surcharge.