Jigsaw
Industrial Curtains

Terms & Conditions

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Our business and these terms

Jigsaw Industrial Curtains is a trading name of Jigsaw Industrial Ltd, company number 03627400, VAT number GB 819 11 55 35. Our address is Unit 3, Daneside Business Park, Riverdane Road, Congleton, Cheshire, CW12 1UN. Email info@stripcurtains.co.uk or telephone 01260 272313.

These terms apply to orders placed through stripcurtains.co.uk and related quotations unless we agree a variation in writing. Orders are handled in English. A consumer buys wholly or mainly outside their trade or profession; business purchases are treated separately where indicated. Nothing here removes rights that cannot lawfully be excluded.

Choosing and ordering

Select the product and enter the requested dimensions in millimetres. Check the material, fixing arrangement, overlap where offered, colour, quantity and optional extras. Review the quote and basket before paying. You can amend quantities or remove products in the slide-out basket; recalculate a custom product if its specification changes.

Photographs and generated diagrams illustrate the product or selected arrangement. The written specification identifies what is supplied. Confirm supporting structures, special fixings, installation work and other site-specific requirements separately; these are not included unless stated in your quotation.

Product images and illustrations

Some images on this website have been generated or digitally altered using artificial intelligence (AI). These images are provided for illustrative purposes and may not show the exact appearance or every detail of the products supplied. Please refer to the relevant product description and specification, and contact us before placing your order if you require photographs of the actual products or clarification of any visual detail. This does not affect your statutory rights or our obligation to supply goods that match the agreed description and specification.

Measurements and custom products

> Custom products are products for which we require one or more dimensional measurements from you before we can provide a quotation. These measurements may include the width, height or length required.

You are responsible for the accuracy of the dimensions and site information you provide. Ask us before ordering if you are unsure whether a measurement is the opening size, finished curtain size or strip length. We remain responsible for supplying goods that match the agreed description and specification.

Custom options may include window panels, centre parting, Velcro joins, hanging plates and wall or ceiling mounting. Your saved product reference identifies the calculated configuration. Keep it with your order documents. Contact us promptly if you notice an error; a submitted custom order cannot be assumed to be changeable once manufacturing or cutting has begun.

Prices, VAT and payment

Prices are in pounds sterling. Where a product price is shown excluding VAT, the quote or checkout also shows VAT and the total payable. Carriage is free to anywhere in mainland UK. Additional services or delivery outside mainland UK require a separate agreement before ordering; no extra charge will be added without your agreement.

Pay using PayPal or an available debit/credit card option at checkout, or request a pro forma for bank payment. A quotation or pro forma request does not take payment. A purchase order reference is for your records and does not itself establish a credit account. Unless we agree otherwise, payment is required before manufacture or dispatch. See Delivery & Payment.

Order confirmation and availability

An instant quote states the calculated specification and price; asking for a quote does not place an order. Your order is accepted when we confirm acceptance in writing. An automated payment receipt confirms funds received; it does not by itself confirm any separately requested delivery date or installation service.

If we cannot supply an item or identify a material pricing or specification error before accepting the order, we will contact you. We will not substitute a different specification or take an additional payment without agreement. If no acceptable solution is agreed, we will cancel the affected order and refund any payment received for it.

Delivery and problems in transit

Delivery arrangements and any essential deadline should be agreed before you order. Lead times depend on the product and specification; an estimate is not a guaranteed appointment. For consumer orders, delivery will be within 30 days unless a different period is agreed. If a problem delays supply, we will explain the available arrangements and your applicable cancellation rights.

Provide an accurate delivery address and tell us about access restrictions. Inspect the consignment promptly and report damage or shortages with photographs and your order reference. This request does not impose a deadline that removes consumer rights. For consumers, transit risk normally passes when you or your nominated recipient takes physical possession.

Cancellation, returns and faulty goods

Our Warranty & Returns Policy forms part of these terms and includes the cancellation process and optional notice. Consumers normally have 14 days after receipt to notify us of cancellation for eligible standard goods, followed by 14 days to return them. Return costs and refund arrangements are explained in that policy.

The statutory change-of-mind right does not apply where goods are genuinely made to your specifications or clearly personalised and the legal exemption applies. Choosing standard options alone does not automatically remove cancellation rights. Faulty, misdescribed or incorrectly supplied goods remain subject to the relevant remedies, including custom-made goods.

Business change-of-mind returns require our written agreement. The existing policy provides for a 20% restocking and administration charge on accepted discretionary standard-item returns, calculated excluding VAT. That charge does not apply to a valid faulty-goods claim. Ask us before returning anything so the correct arrangements can be made.

Warranty, use and responsibility

The separate Warranty & Returns Policy gives the applicable warranty periods and remedies. Where appropriate, we arrange repair, replacement or an agreed refund. There is no pro-rata warranty-credit provision.

Use and install the product in accordance with its specification and fitting guidance. You should assess the supporting structure and the suitability of the arrangement for your workplace. Advice based on incomplete site information cannot replace a site assessment. We do not exclude liability for fraud, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded.

Privacy, questions and disputes

Our Privacy & Cookie Policy explains the use of enquiry, order and payment information. Contact us first with any complaint, including your order reference and the outcome you are seeking. These terms are governed by English law; consumers retain applicable mandatory protections and the right to bring proceedings in the appropriate courts of their UK home jurisdiction. Please download or print these terms for your records.