Jigsaw
Industrial Curtains

Warranty & Returns Policy

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Part A. Limited manufacturer's warranty

This voluntary warranty is provided by Jigsaw Industrial Ltd, trading as Jigsaw Industrial Curtains (the Manufacturer), for industrial curtains, tracks, components and hardware purchased from www.stripcurtains.co.uk. The guarantor can be contacted at the address, email and telephone number in section A5.

This warranty is additional to your statutory rights and does not affect them. Consumers may pursue their legal remedies against us as the seller without relying on this warranty. Part B explains returns, cancellation and faulty-goods rights.

A1. Coverage and warranty periods

Products are warranted against manufacturing defects in materials and workmanship under normal, recommended use and service. The applicable period runs from the original delivery date:

• **Hardware and tracking systems.** 12 months against mechanical failure, severe structural bending or premature corrosion caused by defective materials or workmanship under normal operating conditions.

• **PVC strips, sheets and curtain materials.** 6 months covering splitting, delamination or premature degradation caused by manufacturing defects.

A2. Remedies under this voluntary warranty

For a valid warranty claim, we will arrange repair or replacement at no charge, or an agreed refund where appropriate. This does not affect any statutory remedy to which you are entitled.

If the exact product is no longer available, we will discuss a suitable replacement or an appropriate refund with you.

A3. Exclusions

This warranty does not cover failure or damage caused by the following circumstances. An exclusion applies only to the extent that the circumstance caused the problem; it does not remove cover for an unrelated manufacturing defect.

• **Normal wear and tear.** Gradual cosmetic wear, minor scuffing, scratches and expected discolouration through normal operational use.

• **Environmental and UV exposure.** Expected clouding, yellowing or hardening caused by prolonged sunlight, UV or outdoor exposure outside the product's stated suitability. Where a product is sold as UV-stabilised or suitable for outdoor use, the coverage and exclusions must be consistent with that description.

• **Chemical damage.** Damage from incompatible chemicals, acids, industrial solvents or cleaning agents used contrary to the product's supplied care instructions or written compatibility advice.

A3. Exclusions (continued)

• **Installation and maintenance.** Damage caused by incorrect third-party installation, failure to follow supplied installation instructions or a lack of required maintenance. This does not exclude responsibility for installation carried out by us or for defective instructions we supplied.

• **Mechanical abuse and accidents.** Damage caused by forklift or vehicle collisions, excessive loading or pulling, cuts, vandalism, fire, extreme storms or other external accidents.

• **Temperature misuse.** Cracking, deformation or other damage caused by using the selected PVC grade outside its stated operating-temperature range, including standard PVC in unsuitable freezer conditions or polar PVC above its specified range. Product-specific ratings and advice supplied with the order take precedence over general examples.

A4. Costs and limits of this warranty

This voluntary warranty provides repair, replacement or an agreed refund where appropriate, as set out in section A2. Unless agreed in writing, it does not additionally cover third-party labour for removal or reinstallation, installation fees or access-equipment hire. This limitation does not apply to costs we must bear when providing a statutory remedy, including required labour, materials and reasonable return costs.

For business purchasers, and only to the extent lawful and reasonable, this additional warranty does not provide compensation for business interruption, lost profits or indirect or consequential losses. A valid claim under the sales contract or applicable law is assessed separately. There is no blanket exclusion of liability for damage to surrounding property or machinery.

Nothing in this policy excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, liability under applicable product-liability law, or any other liability that cannot lawfully be excluded or restricted. Consumer statutory rights and remedies remain unaffected.

A5. How to make a warranty claim

• **Contact us promptly.** Email info@stripcurtains.co.uk, preferably within 14 days of discovering the problem, or call 01260 272313 for help. This reporting request does not shorten statutory claim periods or automatically invalidate a claim solely because it is reported later.

• **Identify the purchase.** Give your invoice or order number and purchase/delivery date. If you do not have the original invoice, other reasonable proof of purchase is acceptable.

• **Describe the problem.** Explain the defect, installation and operating conditions. Photographs or video are helpful where reasonably available; contact us if you cannot provide them so we can agree another way to assess the problem.

• **Inspection and return.** Contact us before sending components back so we can agree a safe inspection or return method. For claims under this additional warranty, we may ask you to pay reasonable return carriage initially and reimburse it if a manufacturing defect is confirmed. This arrangement does not displace any statutory obligation on us to arrange collection or bear reasonable return costs. Do not continue using an item if it may be unsafe.

Warranty contact and returns address: Jigsaw Industrial Ltd, Unit 3, Daneside Business Park, Riverdane Road, Congleton, Cheshire, CW12 1UN. Email: info@stripcurtains.co.uk. Telephone: 01260 272313.

Part B. Returns and cancellation

B1. Who this policy applies to

This policy applies to goods bought from Jigsaw Industrial Ltd, trading as Jigsaw Industrial Curtains, through www.stripcurtains.co.uk. It distinguishes between standard goods and goods made to your specifications, and between consumer and business purchases.

You are a consumer if you are an individual acting wholly or mainly outside your trade, business, craft or profession. A commercial delivery address or intended location does not, by itself, determine your status. Nothing in this policy excludes or restricts rights that cannot lawfully be excluded or restricted.

B2. Standard goods: consumer cancellation rights

For eligible standard, off-the-shelf goods bought online, by telephone or by other distance-selling methods, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 normally give consumers a right to cancel without giving a reason.

• **Tell us within 14 days.** The cancellation period ends 14 days after the day you, or a person you nominate other than the carrier, take physical possession of the goods. For one order delivered in separate consignments, the period normally runs from receipt of the last goods. You may also cancel before delivery.

• **Send the goods back within a further 14 days.** After telling us you are cancelling, you must send the goods back without undue delay and no later than 14 days after the day you notified us.

• **Inspect with reasonable care.** You may handle the goods as reasonably necessary to establish their nature, characteristics and functioning, as you could in a shop. Please use the original packaging where possible, or suitable protective packaging. Unopened packaging and an entirely unused condition are not conditions of your statutory cancellation right.

• **Deductions for excessive handling.** Where the law permits, we may deduct an amount reflecting loss in value caused by handling beyond what was necessary to inspect the goods, such as installation, cutting, alteration or use. We will explain any deduction. No consumer cancellation restocking fee applies.

• **Return costs.** You pay the direct cost of returning non-faulty goods where we informed you of this responsibility before purchase. For goods that cannot normally be returned by post, we will provide the return cost, or a reasonable maximum estimate where it cannot be calculated in advance, before you place the order. If the required return-cost information was not provided, we will bear those costs.

• **What we refund.** When you cancel the whole eligible order, we refund the price paid and the cost of our least expensive standard delivery option. We do not refund the additional cost of an enhanced or express service you chose. See section B6 for refund timing.

B3. Bespoke and custom-made goods

> 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.

This definition describes our quotation process. Statutory cancellation rights depend on whether the goods are made to your specifications or clearly personalised, as explained below.

Under Regulation 28(1)(b) of the Consumer Contracts Regulations 2013, the statutory change-of-mind cancellation right does not apply to goods made to your specifications or clearly personalised. This includes curtains manufactured or material cut specifically to dimensions you supply, where the legal exemption applies.

This exemption is not dependent on production having started. Please check all measurements, material choices and specifications carefully before ordering. Merely selecting standard options does not automatically make a product exempt; the exemption applies only where its legal conditions are met.

If you need to change or cancel a bespoke order, contact us immediately. Before production starts, we may agree a change or cancellation at our discretion and will explain any proposed costs before you agree. Once production or cutting has started, we do not accept changes, cancellations or returns simply because you have changed your mind or supplied incorrect measurements.

This does not affect your rights where we supply faulty goods, make an error, or supply goods that do not match the agreed description or specification.

B4. Faulty, damaged or incorrectly supplied goods

Please inspect your delivery promptly and tell us about visible damage, shortages or defects as soon as possible, ideally within five working days. Photographs and your order reference help us investigate. This is a request to assist prompt resolution, not a deadline that removes your statutory rights.

For consumers, the Consumer Rights Act 2015 requires goods, including bespoke goods, to be of satisfactory quality, fit for their legally required purpose and as described.

• **Short-term rejection.** If goods do not conform to the contract, you normally have a 30-day right to reject them for a refund. The period normally begins the day after delivery, transfer of ownership and completion of any installation or other action we agreed to carry out that is needed to use the goods. Special rules apply if you agree to repair or replacement during this period.

• **Repair or replacement.** After the short-term rejection period, you can normally require repair or replacement, subject to the statutory rules on impossibility and disproportionate cost. We must provide the remedy at no cost, within a reasonable time and without significant inconvenience.

• **Further remedies.** If repair or replacement fails, cannot be provided, or is not completed within a reasonable time and without significant inconvenience, you may be entitled to a price reduction or to reject the goods for a refund. A lawful deduction for use may apply after six months.

• **Faults in the first six months.** For the statutory repair/replacement and related remedies, a fault appearing within six months is generally presumed to have been present at delivery unless we show otherwise, or that presumption is incompatible with the goods or fault. Rights do not automatically end after six months.

• **Faulty return costs.** Where goods are faulty, damaged in transit or incorrectly supplied and you are entitled to a remedy, we will arrange collection or pay reasonable return costs. Contact us so we can agree a suitable method. A refund for rejected faulty goods is made without undue delay and within 14 days after we agree you are entitled to it.

B5. Business-to-business purchases

Business buyers do not have the statutory consumer cooling-off right. Cancellation or return for a change of mind is subject to our written agreement.

• **Standard items.** We may accept returns of standard, off-the-shelf items at our discretion. These must be authorised in advance and returned unused, complete, securely packaged and in resalable condition within the period we agree. An accepted discretionary return is subject to a 20% restocking and administration charge, calculated on the returned goods' invoiced value excluding VAT. The associated VAT credit will be adjusted accordingly.

• **Delivery charges.** For discretionary business returns, the buyer pays return carriage and original delivery charges are not refunded unless agreed otherwise in writing. We will confirm the proposed refund and return arrangements before authorising the return.

• **Bespoke business orders.** Goods made or cut to a business customer's specifications are not returnable for a change of mind or customer measurement error. Any cancellation or change requires our written agreement.

• **Goods that do not conform.** The above discretionary-return restrictions and restocking charge do not apply to a valid claim for faulty, damaged, misdescribed or incorrectly supplied goods. Business remedies depend on the contract and applicable law, including the Sale of Goods Act 1979 where relevant; they are not limited to structural defects. Nothing here excludes liability that cannot lawfully be excluded.

B6. How to cancel or arrange a return

Contact info@stripcurtains.co.uk or call 01260 272313. Include your name, order number or other proof of purchase, the goods concerned, and whether you are cancelling or reporting a problem. A reason is not required for a consumer exercising a statutory change-of-mind cancellation right.

We may provide a returns reference (RMA) to help identify your parcel. A consumer can cancel by any clear statement; you do not have to use a particular form, obtain an RMA or wait for our permission to exercise a statutory cancellation right. Please keep a record of your notice.

Pack goods securely and include your name, order reference and contact details. Unless we agree collection or another location, send returns to: Jigsaw Industrial Ltd, Unit 3, Daneside Business Park, Riverdane Road, Congleton, Cheshire, CW12 1UN. Keep proof of dispatch. A tracked service and suitable insurance are recommended, not conditions of your statutory rights.

For consumer change-of-mind cancellations, refunds are made without undue delay. Unless we have offered to collect, we may withhold the refund until we receive the goods or evidence that you sent them back, whichever is earlier, and will refund within 14 days of that event. If we have offered collection, or no goods were supplied, we refund within 14 days of your cancellation notice. Refunds use the original payment method unless you expressly agree otherwise, without a refund fee. Faulty-goods timing is set out in section B4.

Optional cancellation notice

You may email or post: "To Jigsaw Industrial Ltd at the address or email above: I/We hereby give notice that I/We cancel my/our contract of sale of the following goods: [goods]. Ordered on/received on: [date]. Name: [name]. Address: [address]. Date: [date]." Include a signature only if submitting on paper. Delete whichever does not apply.