

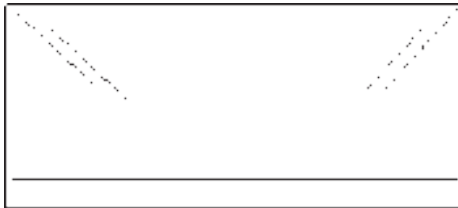
## INTERNAL BLINDS

**Roller Blinds:** In the manufacturing process the sewing/machining on of decorative trims etc., can cause slight pulls within the fabric – this is not a fault.

- Fabrics will not roll up exactly the same each time, care needs to be taken when operating your new blind.
- Many new fabrics may roll sideways (especially on smaller blinds) when fully closed, this is normal due to fabric composition.

**Blackout Roller Blinds:** The term “blackout” refers to the fabric - NOT “ROOM BLACKOUT”

- Blackout/Dim-out fabrics can sometimes cause a solar corona, which means outside light e.g. streetlights, early morning light, sunlight, can cause a glow around the edges of the blind (see picture).



### Roller Blinds manufactured over 7ft (2mts):

You may experience a slight pull from the top edges of the chain end/dummy end, this is not a fault but a characteristic of fabrics (see picture). Fabric is not solid.

- Not all roller blinds are stitched down the sides due to fabric properties.

**Vertical Louvre Blinds:** Some fabrics may not hang straight when first installed due to packing, after a few days the vanes will hang straight.

- Controls are universal, they suit either left or right hand configurations.

**Roman Blinds:** Soft curtain fabrics are used when manufacturing Roman Blinds

- Folds and slight creasing can sometimes occur, these are unavoidable and creases etc. will eventually drop.

**General:** No inside blind will completely block sunlight/artificial light/angles of vision. We work with tolerances of +/- 5mm we will always endeavour to fit them in the best possible position.

## EXTERNAL BLINDS, SHUTTERS AND AWNINGS

**Awnings/Dutch Blinds:** Awnings used for purposes other than for solar protection are at customers risk, i.e. left out in strong/high windy/gusty conditions. Heavy, Persistent and torrential rain, snow. Awnings left out in these conditions could result in danger, e.g. the awning loosening itself from its fixing points or cause damage to the awning unit. This can be very DANGEROUS.

Drathmore will not be liable for injury caused through misuse, and in this instance any repairs will be chargeable. Please see operating instructions supplied or at [www.drathmore.co.uk/operatinginstructions](http://www.drathmore.co.uk/operatinginstructions)

**Use of Awning:** Persons hanging items from the front lath/rib do so at their own risk, this could invalidate the warranty and any repairs will be chargeable.

- All awnings/Dutch blinds will be fitted to structures as we find necessary Drathmore will not be liable where it is necessary to fix to structures that are inadequately built - including but not limited to structures suffering from dampness, inferior brickwork and poorly built structures.

PLEASE ALSO READ ATTACHED SHEET REGARDING FABRIC PROPERTIES.

**Roller Shutters:** Limits are always preset unless power is unavailable.

- Manual override eyes/holes if requested, are placed in a standard position. Should you want the override in a different position we will endeavour to do so if possible.

**SHOULD NO OVERRIDE BE REQUIRED WITHIN THE INSIDE OF A BUILDING/ROOM AND IT IS NOT POSSIBLE TO FIT WITHIN ANY OTHER STRUCTURE DRATHMORE WILL ASK FOR A SIGNATURE DECLINING THE FIXING OF THE OVERRIDE.**

- No Roller shutter will roll up the same way twice. Shutter tolerances are +/- 5mm.

**Installation times:** we will always endeavour to meet your specific day if possible, however we cannot give a specific time, we can arrange either am or pm as our journeys will allow. Lead time/fitting installation times given at the time of order are only a guide and some occasions have to be moved due to circumstances beyond our control.

**Outside work:** Installation of awnings / recovers / shutters are subject to weather conditions (health and safety) Payment may be taken for repair orders prior to attending site.

**Our staff:** have the right to work in a safe/calm working environment. Any aggressive, threatening or bullying behaviour will not be tolerated.