

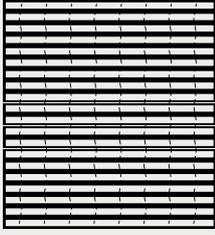
BAMBOO BLINDS CANOPIES

WARRANTY
TERMS & CONDITIONS

NATURAL | ORGANIC

WARRANTY T&C

DOCUMENT	REVISION	SUPPLIER
Bamboo Blinds Warranty	3/11/2025	House of Bamboo 13 Erith Street, Botany, NSW 2044



BAMBOO BLINDS CANOPIES

WARRANTY TERMS & CONDITIONS

PRODUCT TERMS & CONDITIONS

The bamboo material photos displayed on our website serve as an indication of colour. However, due to variations in lighting, viewing equipment, and the photography process, there may be inaccuracies. We recommend using these images as a guide and encourage you to contact us for an in-home or on-site appointment, or visit our showroom to view our full range of materials in person.

Please be aware that bamboo is a natural product, and as such, shades and textures may vary depending on the substrate, batch, grain width, and natural features within the same species. These variations occur naturally and are part of the unique appeal of bamboo. We urge customers to select materials by viewing them in person, ideally in the location where they are to be installed. Contact us to arrange a on-site measure and quote.

5-YEAR PRODUCT WARRANTY

Our 5-year warranty is comprehensive, covering both the product and installation when used in accordance with its intended purpose. This warranty reflects the quality of our entire range and includes all working parts on blinds supplied by us.

The warranty is valid only where:

- Products are installed by House of Bamboo or by an authorised installer in accordance with our installation instructions.
- Products are used under normal residential or commercial interior conditions.

The warranty excludes:

- Goods ordered and supplied outside of standard specifications or price grids.
- Alterations or modifications not carried out by House of Bamboo.
- Incorrect or unauthorised installation.
- Movement or distortion of the structure in which the product is installed or to which it is attached.
- Damage caused by wind, storms, fire, or impact.
- The development of mould or mildew, particularly under humid conditions such as those found in parts of NSW and Queensland. Although our exterior bamboo blinds are treated with an anti-fungal wash, local atmospheric conditions may still provide an ideal environment for mould or mildew to develop. Therefore, we cannot offer a warranty against the build-up of mould or mildew in bamboo materials.

USE AS CEILING DRAPERY – NON-STANDARD APPLICATION

In this instance, the bamboo blind material has been used as ceiling drapery rather than as a blind. While the material itself remains suitable for decorative use, this constitutes a non-standard application outside the scope of its original design intent.

Accordingly, the following conditions apply:

- The warranty does not extend to any structural or load-bearing performance in this application.
- Warranty coverage is limited to material integrity under normal indoor environmental conditions.
- Installation methods and hardware must be appropriate to support the material's weight and configuration.
- Ceiling installations should avoid areas with direct moisture, condensation, or significant temperature fluctuation.
- The warranty is void where environmental exposure (heat, humidity, air conditioning outlets, skylights, or roof condensation) causes discolouration, shrinkage, or material distortion.

TIE DOWNS

We do not recommend the use of tie downs. If the bamboo blind is attached at both the top and bottom for extended periods or during windy conditions, the stitching may stretch and eventually break. If tie downs are required, they should only be used in light winds.

CARE & MAINTENANCE

To ensure longevity and maintain warranty coverage:

- Keep the product clean and dry. Regularly dust or vacuum with a soft brush attachment.
- Avoid harsh cleaners, abrasive materials, or high-pressure washing.
- Maintain adequate air circulation around the material, especially in ceiling installations.
- Periodically inspect fixings and supports to ensure they remain secure and stable.

RETURNS

By placing an order for a standard or custom item(s) that House of Bamboo has specifically ordered or manufactured for you, you acknowledge and confirm your acceptance of these terms. Products cannot be returned except in cases where they are structurally faulty.

NATURAL VARIATION DISCLAIMER

Remember, every piece of bamboo is different – that's nature's guarantee. Variations will occur, and all samples should be viewed as indicative only. These variations are not considered defects and add to the authenticity and natural beauty of the product.

CONTACT US

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Opening Hours Monday to Friday: 8:00am - 4:00pm
Saturday: By Appointment Only
Sunday: Closed

Website houseofbamboo.com.au

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