

Santa Fé Product Warranty on all Norman products

Warranty overview

We are proud to offer limited liability Product Warranties on all Norman products.

This warranty provides our customers with confidence in the quality and craftsmanship of Norman shutters and blinds. If a product becomes damaged, defective, or inoperable after installation due to a manufacturing fault or production error, we offer a replacement at no additional cost to you. This warranty reflects our commitment to quality.

How does it work?

We provide service to a nationwide network of wholesale clients, as well as direct Santa Fé retail in the Auckland and Bay of Plenty regions.

For wholesale customers, any issues the end user has related to the wholesale transaction, installation, or service should be handled directly with the wholesale business. Santa Fé will not serve as an intermediary between end users and wholesale partners. If a manufacturing issue is identified, the wholesale business will work directly with Santa Fé to resolve the matter.

Warranty period

Our warranty covers non-motorised components and materials for 10 years for our Interior Shutters and 5 years for Interior Blinds. Motorised components are covered for 3 years. The warranty period begins from the date on your order confirmation.

Supplying evidence of faulty products

To proceed with a warranty claim, we require sufficient evidence to show the product fault. Without this evidence, the product may need to be reordered, with the associated costs invoiced accordingly.

General Warranty

Programme	Warranty Period
Interior Shutters <ul style="list-style-type: none"> • Woodlore, • Woodlore Plus • Woodlore Plus Waterproof • Normandy • Ultra 	10 Years
Interior Blinds <ul style="list-style-type: none"> • Thermacell • Soluna Roller Blinds • Venetian Blinds (Aluminium, Fauxwood and Phoenixwood) • PerfectSheer • SmartDrape 	5 Years
Motorisation components	3 Years

What is covered?

Our warranty covers manufacturing defects but excludes issues such as colourfastness, environmental damage, or products that have been transferred in ownership, misused, modified, improperly measured, or damaged during installation.

This specifically covers:

Environmental damage

Any damage caused by factors such as moisture, sunlight, heat, or chemicals is not covered.

- **Normal wear and tear**

Minor fading, discoloration, or scratches that do not affect product functionality are not covered.

- **Improper cleaning or maintenance**

Damage resulting from incorrect cleaning methods, including the use of abrasive cleaners, solvents, or other chemicals not recommended for Norman products, is not covered.

- **Acts of nature**

Damage caused by natural events or "Acts of God," such as fire, floods, or earthquakes is excluded.

- **Modification or unauthorised repairs**

This warranty is void if the product has been altered or repaired by an unauthorised individual or company.

Claim guidelines:

1. As per original order

No modifications can be made to the replacement product. Replacements will match the original order specifications, including program, material, colour, size and rotation.

2. Nearest substitute

If the fabric, material, colour or operation type is not available, the nearest substitute will be offered.

3. Single product coverage

Claims will apply to a single product only and will not cover multiple products in the same area for the purpose of matching of fabrics, materials, or design.

Additional costs

The warranty does not cover trip and labour costs for reinstallation or express shipping fees. Replacement products will be shipped by the same method as the original order, though airfreight can be arranged at an extra charge.

Proof of purchase requirement

Proof of purchase is required to validate any warranty claim.

Limit of liability

Our liability under this warranty is limited solely to the replacement of the product. Santa Fé and Norman are not liable for any incidental, indirect, or consequential damages.

4. Additional charges

Any modifications or changes beyond the original specifications will incur additional charges.

5. Claim evaluation

Not every claim will result in a replacement. The factory may require troubleshooting steps to be completed before approving a replacement. If a product was replaced as part of an order, the same product in another opening will not be replaced outside of warranty for the same fault.

Any replacement provided does not constitute an admission of wrongdoing or a fault in the product.