



Curtains & Blinds Warranty



- ✓ Best Price Guarantee
- ✓ Quality Installation Guarantee



Harrisons Wonderful made easy

In 1962, Des Harrison first began selling carpet and furniture from his store in Whangarei. In 1983 his three sons John, Patrick and Phil joined the family business.

Harrisons were the pioneers of the mobile, in-home carpet service, launching nationwide in 1992 and have since grown this quality and trusted service into Curtains & Blinds and Solar Power Systems.



A friendly quality service

Everybody wants their home to be a beautiful expression of themselves, their family, their history, and the way they like to live. Harrisons makes it wonderfully easy. We're the people you turn to when you're ready to make your house the home you've always wanted.

- ✓ We introduced the mobile, in-your-home service because we wanted to help people everywhere create homes that perfectly reflect who they are and what they treasure.
- ✓ When you work with us, you work with 100% local business owners who live in your area and you see the products in the context of your own home.
- ✓ What's more, it all happens in one convenient visit. Our people are highly trained, easy to work with and absolutely trustworthy.
- ✓ At Harrisons, we're all about quality service, top brands, our Harrisons Family Promise, guarantees you can trust.



Make your
house the
home you've
always wanted



Harrisons Family Promise



Our Quality Promise

To give you complete peace of mind, Harrisons only works with market-leading, quality brands backed by the most robust warranties.



Our Service Promise

Harrisons always go the extra mile, starting with the fact that we bring our showroom to you. We make sure you have a great experience with us, from our first visit right through to when your Curtains and/or Blinds have been installed and “lived” with.



Our Installation Promise

We're committed to using only quality installers and are confident that you'll love the finished job. We promise that if anything in the installation is not of a high standard, or if any damage to the product or your home occurs during the installation, we'll come back and fix it at no cost to you.



Please see the following pages for the details of these and other warranties, along with terms and conditions.



Harrisons Family Promise

complete
peace of
mind



Our Guarantees

At Harrisons warranties are provided by the Harrisons Curtains & Blinds retailer named on your invoice. The warranties may be transferred to the new owner of the premises should it be sold - please discuss this with your Harrisons Curtains & Blinds retailer to have this documented. All warranties are subject to full payment having been made for the original purchase. Warranties in addition to your rights under the Consumer Guarantees Act 1993 (the CGA) only apply to purchases of product combined with installation services, not purchased of product only.



Our Price Promise

If within seven days of your purchase of any curtains and blinds from us, you find a lower price elsewhere for the same or similar product, we will match the price. The warranty applies to the overall, completed job price, including installation. An example of the product and a written price, including meterage, accessories and services must be provided for a claim to be accepted.



Caring for your Curtains and Blinds

When making your custom-made Curtains and Blinds, we take great care in ensuring we deliver a quality product to you.

Along with the colour and pattern, the type of fabric you choose will influence the outcome of your curtains and blinds. All fabrics perform differently.

Linen

Is a beautiful natural product and gives a wonderful relaxed finish. This product is best puddled on the floor as it does have a tendency to move due to atmospheric conditions. Roman blinds in Linen will also have a soft relaxed finish and will often take on natural folds and creases as an inherent quality of linen.

Sheer and Semi-Sheer fabrics

Are much more delicate in nature, so these need to be treated as such. Avoid letting them get sucked out of the windows or doors as this will cause damage to the fabric that cannot be rectified.

Curtains and Blinds, like anything else in the home, require maintenance and care from time to time to prolong their life.

Following are some tips on how to care for these products

At Installation

Train your curtains to hang in folds - when hung on tracks the pleated headings (Single, Double and Triple Pleat) require the heading to be pushed forward between the pleats in order for them to hang at their best. If the curtains are hung on rods, the fabric between the pleats will sit back behind the rod and the pleat will sit forward. Be mindful of the position of your curtain pleats when opening and closing your curtains as they develop a "memory" which is hard to undo.

Give your curtains time to settle - the fabric often needs time to relax and adjust to its environment. This time frame is completely dependent on environmental factors as each home is different, and depends on independent fabric behaviours.

Roman Blinds need to be pulled up slowly keeping the cords behind the blind and may need encouragement to sit in their folds perfectly. If there is a protruding window sill, guidance to avoid this must be given to the blind. If this is pulled up too vigorously then the self releasing cord locks will release and the blind will become unthreaded. It is also important to "cuff off" the folds as the Roman Blind is pulled up. The nylon tag rings on the back of the Roman Blinds can be subject to UV damage and can deteriorate over time. These can simply be replaced at a workroom/curtain repair specialist for a small cost. In December 2023, we moved to metal eyelets to eliminate these issues, however on historical product, the above may occur.

Creasing

Some creasing of your new curtains is unavoidable, however the warmth and sunlight in your home will help the creases to drop out over time.

Fabric with a high percentage of linen or cotton may show creases more readily than others. Some fabrics also have a texture that appears like creasing but it is an inherent part of their look.

Fabric Movement

Natural Fibres will both rise and fall depending on atmospheric conditions causing the length of your curtains to also rise and fall. Underfloor heating, heat through floor to ceiling windows, windows in direct line with heat pumps, and curtains directly above radiators etc may also have an effect on fabric movement. It is impossible to predict the reaction a particular fabric will have to the conditions in your home. There is a tolerance of +/- 5% for the possibility

of fabric shift due to this. Whilst we endeavour to work to the exact measurements, we cannot be responsible or make alterations to fabric that will react in this manner.

Minimise Fading

All fabrics will fade over time due to New Zealand's extraordinarily high UV. Fading can be lessened by hanging sheers, voiles or sunscreen blinds to protect your curtains, your flooring and other furnishings. Over time sheers, fabrics and linings can become discoloured and or start disintegrating - this is perfectly normal and it means that they are doing their job in protecting the rest of the flooring/furniture in the home.

You may notice that there will be fading in some areas and not in others, and this will be as a direct result of exposure to UV.

Slubs (slight knots and knobbls)

Slubs are an inherent characteristic of textiles, and these can often be mistaken for flaws. Certain fabrics will have more obvious slubs than others, but these all occur as part of the weaving process and are not to be considered a "fault" in the fabric.

Hard Blinds

Please read the Care Instructions that are left with your individual blinds. To clean please engage the services of a specialist.

When controlling your blinds, all controls should be used in a vertical position, and not across the face of the blind. This can cause damage to either the blind or the mechanism over time.

PVC or Timber Venetians are NOT made to be stacked fully up or part way up for any length of time. This puts pressure on the mechanisms and slats and can lead to bowing, damage to the mechanism and cord breakage.

Wood Blinds - stained finishes. Wood is a natural product and does have the tendency to fade over time. This is the natural reaction to light, heat and UV and occurs in all timber products.



Cleaning Advice

Please refer to the individual fabric/blind care instructions that are left with your curtains/blinds. We recommend engaging the services of a curtain and blind cleaning specialist.

Regular maintenance (including but not limited to; remedial alterations, professional cleaning, or replacement componentry) of curtains and blinds is of utmost importance in order to get the ultimate longevity from your product.

It is vital to allow air to move around the curtains by regularly opening windows and doors. Mildew loves damp and dusty environments, and mould can occur relatively quickly in a room that is not properly ventilated.

Child Safety Toggles

We have introduced the use of Child Safety Toggles on the use of our Roman Blinds and switched to using self releasing toggles.

Ensure any child safety toggles are not caught on protrusions when operating your blinds, as this will cause the toggles to release.

Please also remember that children can become entangled in looped pull cords, tapes and inner cords, causing a choking/strangulation hazard. To ensure safety, please keep cords out of reach of children, and ensure that all furniture is placed at a safe distance away from blinds and curtains. Please use as directed.





Product warranties

DRAPES & ROMAN BLINDS	Warranty
Sewing	2 years

Please note: This does not include wear and tear caused by misuse or Environmental factors. There are no warranties against UV or fading.

PRODUCT	Warranty
Roller Blinds	5 years
Venetians	3 years
Thermacells	5 years
Shutters	5 years
Tracks	2 years

MOTORS	Warranty
Uplyft	3 years
Elevate	5 years
Acmeda	5 years or 7 years if Hardwired
Uniflex	5 years
Somfy	5 years

Warranties on all products are negated by misuse of product or unfair wear and tear.

For your records

For future reference please write down the name and colour code of your new Curtains & Blinds and the installation/hand-over date:



Enjoy your
new Curtains
& Blinds!

Love from
Harrisons

Harrisons are here when you need us

You're working directly with your local Harrisons Curtains and Blinds business owner and our reputation relies on you being happy with our service throughout the project. Should you have any questions, please contact us and we will come back to you within 24 hours.

Your local business owner's details are listed on your Invoice or Proposal.

Alternatively, please contact our nationwide Harrisons Customer Care team on 0800 102 004, customer.care@hah.co.nz or visit our website harrisons.nz

Match your new Curtains & Blinds with Harrisons Carpet & Flooring

Harrisons Carpet & Flooring will help you create beautiful spaces with a stunning range of flooring options to match

your new Curtains & Blinds. Ask your Harrisons Curtains & Blinds business owner for a referral or call 0800 421 001, or visit harrisonscarpet.co.nz

Slash your power bill and save the planet with Harrisons Solar

Harrisons Solar is the largest supplier of residential solar power systems in New Zealand.

Ask your Harrisons Curtains and Blinds business owner for a referral, or call 0800 00 33 55 or visit harrissonsolar.co.nz

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Wonderful made easy