



Policies and Understandings

New blind Warranty: Blindpros warranties are subject to availability and manufacturer supply and a product expected life expectancy, all manufacturers warranties are subject to manufacturer's discretion and approval.

Blindpros Warranty: Subject to approval and discretion of both blindpros and or the manufacturer, if a warranty is refused or deemed to be void, repair or replacement will be offered at owner's expense.

If a manufacturer deems a warranty to be void, Blindpros warranty is voided as well.

No warranty provided is in Lieu of IE: manufacturer refuses and or deems the product to be a customer issue and or caused, this does not mean blindpros is now responsible in the case of a manufacturer refusal. This means all warranties are voided. This also applies to the manufacturer, If blindpros refuses, the manufacturer is not liable to provide warranty as well.

Repair Warranty: Repair warranty, is subject to blindpros opinion and expertise, and parts availability. This warranty is only valid, if a product is returned to OEM status. This does not mean all original or as is IE, string color, aftermarket parts, manufacturer direct parts or other. This is deemed by Blindpros and Their reps on your invoice.

If a customer refuses any additional repair cost IE: additional parts or other issues the pre-determined repair will be completed and No Warranty will be provided. Basically, if a new cord lock or other parts need to be replaced and a homeowner refuses, we will restring the blind but provide no warranty, and no claim would be honored.

Switching and Max price guarantee: If it is deemed by blindpros that a switching of manufacturer is required, the homeowner must agree within 14 days or within a specified, stated time frame. If no resolutions are provided or a homeowner refuses, within the specific time frames, blindpros will cancel your original order, and the homeowner is responsible for any penalties, loss of deposit, penalty and or subject to legal action. If a resolution is not found within the time frame Blindpros will make every effort after to request another option, after a resolution has been reached but with no Max price Guarantee included and is not subject to a previous order and we be handled as a new order. Basically, if we decide to switch as a last resort and provided you with the details, you must follow through, if Homeowner or customer chooses to be uncooperative, reject our options or other, your order will be canceled, and deposit lost. We will work with you to the best of our ability to request another option however it has no bearing on your past order. Please note any switch does not include installation and is a separate cost.

Canceling an order: if an order is canceled at a homeowner's request or by blindpros, the deposit is now voided, basically we have no control once an order has been placed and paid for if a homeowner decides to cancel for whatever reason your deposit is nonrefundable regardless of receiving the product or portions of the order. All our Manufacturers have zero cancel policies and there is no refund option available. In some cases, portions of a deposit can be refunded, after the manufacturer's cost, Blindpros cost been recouped IE: time spent changing, travel costs, negotiation, legal, labor hours involved, production cost. The difference thereafter would be refunded back the Purchaser's Payment method on file.

Installation: No install is guaranteed if and or it was provided for free or complementary, nor will Blindpros be liable for install costs in any scenario, Due to health, safety, workplace hazards and or any form of customer cooperation. If, however an install was paid for or included in your invoice, the installation cost will be refunded Back to the payment method on file.

This warranty is subject to variation, alteration or change at any given time without notice
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Advised install (new 2020): Due to covid-19, health and safety of both staff and customers has become the number one priority, If in any scenario your order is being sent or delivered to a customer or home owner directly, a advised install can be booked to assist a homeowner or By owner install. This will be done over the phone by one of our installers and in some cases a video chat can be provided. This would be booked as a normal appointment or service call with a tech available for one appointment slot. Depending on the scenario a tech will contact you directly with pre instructions, and tools required. This will be provided free of charge and is up to the discretion of Blindpros and or its representatives.

If the customer or homeowner is not available, or feels they don't have the skill set to do the customer/home owner can elect, another person or persons to do the install, if this happens it must be approved by blind pros and be provided in writing form with clear permissions and understanding of reasonability's and liability's involved and absolve Blindpros of any liabilities and responsibility's

We will be offering (depending on how the situations progresses) install checks at future dates, basic service call will be required, a tech will check and inspect all or some blinds in the home as they find or homeowner/ Purchaser directed concerns and either fix and or re install any blinds in question. This must be requested at time of order and the customer will be contacted directly when available.

In-home Quotes (new 2020): Please see our Covid-19 Protocols in our FAQ section of our website, no advisor or specialist will be in a home for more than 1-1.5 hours, with a maximum number of 2 occupants in the home at the time of quote. Occupants must maintain extreme social distancing as advised by our staff on site or over the phone. Our staff can and will leave if the processes is not followed, Following the representative instructions may include, leaving the property while they measure, staying in another room, limited access until completed, limited sample selection or other as they deem fit.

In- Home Repairs (new 2020): Please see our Covid-19 Protocols in our FAQ section of our website, no tech will be in the home for more than 1-1.5 hours or as the tech deems to be safe, the maximum occupancy allowed is max of 2. if at any time the tech feels the rules or directions, they provide are not being followed or deemed by the tech to being followed they can and will refuse the job and leave the blind in whatever condition it is in. These directions may include and are not limited by leaving the property while they work, staying in another room, limited access until completed, limited interaction, ventilation of a room, sanitization or cleanliness of a room or home and extreme social distancing. Due to health and safety all techs will be wearing shoes and will not be permitted to removing his or her shoes in the home at any time, all efforts to clean or keep them clean will be taken. Also, a tech may advice of mask removal while they complete a repair, and advice the homeowner on further to follow instructions in this scenario.

Repair Removal and bring back (new 2020): if a homeowner is uncomfortable with a tech being in their home for longer then they deem to be comfortable we can accommodate repair removal and bring back; in some cases, this is not required if the tech deems it repairable outside. In this case of Removal/bring back a return service call will be required and additionally added to your invoice. This must be requested at the time of booking.

Balance due: it understood at this time and agreed upon that we may request the remaining balance and this process being accepted and provided, prior to a repair, install or service appointment or return drop off.

It's understood and agreed that any refusal to pay owing or remaining balances, will be charged in total or in portions on multiple attempts taken to recover the remaining owing. You also understand this may result in alterations of agreements, refusal of product, removal of install and void your product warranty. You also understand this may result in legal action, and or interest charges

Blacklisting or refusal (new 2020): If a customer is deemed, to be unwilling, refuses to settle or pay their requested sums or balance you understand this may result in a dealer network Blocking, blacklisting of the

address, purchaser, email and phone number, family members and CC info. This is provided for both sales, installs and repairs Via dealer network. Its also understood that this will not be removed at any time until balance or acceptable agreement or agreements has been reached with Blindpros.

We may also force payment, charge it the total sum or portions on any payment with the information on provided on file. This also means no warranty or support will be provided, from the manufacture or blindpros until a settlement has been reached. This may accumulate in interest charges starting after 30 days past due at 5.7%

Any dispute must be settled, with no balance owing in order to complete or finalize, in conjunction with provided terms for they scenario at the time.

Understanding: when placing an order, requesting services or bookings its understood and assumed that any customer or potential customer has read, understands and agrees to these policies stated on our website or provided in person. Any and all customers or potential customers will conduct and operate them self and expectations within the spirit of this agreement and policies provided.

There are zero refunds on Filing fees penalties and service calls, associated with any new blind orders or repair orders regardless of receiving.

All remaining balances left owing must be settled prior to delivery. If products are returned to the manufacturer, the remaining balance must be settled and any and all new costs associated will be due upon reorder.

48 hour cancelation policy is nonrefundable, if a customer cancels a booked appointment with 48 hours of appointment day the full service call fee will be applied to the customers profile and must be settled upon rebooking as well as the rebooking service call fee provided at booking.

In booking with us its fully assumed you understand these terms as they are provided.

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