



We are CrosbyBlinds & Interiors LTD of 103 Liverpool Road Crosby Liverpool L23 5TD
Trading as CrosbyBlinds

Our VAT Registration Number is 824589889

We are a company registered in England and our company registration number is 04937693

You can contact us by email at sales@crosbyblinds.co.uk or by telephone on 01519249494

Our Terms and Conditions of Supply and Fitting Goods are ruled by the requirements of the Consumer Rights Act (CRA) 2015, The Child safety requirements BS EN 13120:2009+A1:2014 and The Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

Our terms and conditions of sale are in place to protect you the buyer, and us the seller.
We will always be fair, honest and transparent, we will address any issue professionally, quickly and without delay.

The terms below apply to orders placed in store or at your premises, not online

The terms are available to view online or inshore or by email request.
The payment of any deposit is acceptance of these terms and conditions of sale

1 Payment Terms

1.1 A 50% deposit is required on order, the balance is to be paid direct to the fitter on completion. This can be paid by cash or card only, Cheques are not accepted. If a BACS payment is being made this must be made 24 hours in advance of the measure or final installation.

1.2 If payment is not made when due as in 1.1, payment will be taken from the original payment card used

1.2 If you provide your own sizes for the supply only of a product – full payment is required at order.

2. Cancellation or Amendment of Order by the Buyer

2.1 A 7 day cooling off / cancellation period does not apply to bespoke, personalised, made to measure items.

2.2 You may only cancel or your order only if fabric/blind has not been ordered or production has not started, normally within 2-3 hours of order, and you will receive a full refund.

The same time scale applies to order amendments.

3. Fitness for Purpose

3.1 While great care is taken in making your blinds to the size required all Blinds are produced with an operating/manufactures tolerance of +/-3mm. This is industry standard.

4. Delivery & Fitting Date

4.1 As your order is fully bespoke lead times are a guide only and not reason for cancellation if they are delayed. Blinds delayed more than the advised date by +28 days may be cancelled and a full refund given.

5. Fitting

5.1 The price is for installation as agreed by the order on the assumptions that there is going to be one continuous site visit.

5.2 We are not responsible for any loss or damage to your property that is not foreseeable, unless due to our negligence, or for the cost of repairing any pre-existing faults to your property, or for any damage discovered whilst undertaking the installation. We will not be responsible for carrying out any building work, moving any furniture, clearing access

5.1 The area must be clean and clear of all obstructions, any existing blinds and brackets must be removed by the customer before the installation.

5.3 Customers old blinds are not the property of CrosbyBlinds and will not be disposed of.

5.4 All packaging from the new order will be removed.

6. Claims.

6.1 CrosbyBlinds shall be under no liability whatsoever to the Buyer for any indirect or consequential loss however so arising. Compensation is not paid under any circumstances for any reason.

7. Return of Goods

7.1 We do not accept the return of made to measure goods on the basis that the measurements were incorrectly supplied by the customer.

8. Cancellation By Us

We reserve the right to cancel Your order if:

8.1 We have insufficient stock to deliver the goods you have ordered.

8.2 If we do cancel your order, we will not be obliged to offer any additional compensation for disappointment suffered.

8.3 If a price error has been made and the selling price offered is below TRADE price

8.4 Your blind exceeds the maximum or minimum width and drop combination, or an option is not available on the selected fabric/slat this sometimes only becomes apparent at time of production not order.

10.0 Warranty

10.1 All blinds are covered by a 12 month warranty which includes labour and parts.

10.2 After 12 months repairs, are chargeable.

10.3 After 2 years we do not offer a repair service.

10.4 Luxaflex blinds offer an extended warranty under terms and costs set by Luxaflex, this is for their main collection only not the Luxaflex essentials range, labour and postage cost will apply if the Luxaflex blind is over 12 months old.

11. Child Safety

11.1 It is imperative that your window blind is fitted child safe.

Each and every blind is supplied and fitted either inherently child safe, or with a safety part.

11.2 If the goods contain any safety device(s) and/or are to be fitted in accordance with child safety requirements placing an obligation on all businesses to supply and professionally install safe products, then we will be required to fit such device(s). In the event that you should instruct us that you do not wish to have the safety device(s) fitted, we will refuse to install the goods. In such an instance, you will still be required to make full payment for the goods without them being installed by the supplier

BS EN 13120:2009+A1:2014 is mandated under the general product safety regulations 2005.

In Compliance with Child Safety Laws EN13120 - Blinds with cord or chains will be less than or equal to 1000mm, this is for blinds up to 2500mm drop. For blinds with a drop greater than 2500mm the control length will be less or equal to the drop of the blind minus 1500mm. If you supply us with the installation height the distance from the floor to the end of the control will be 1500mm off the floor.

LEGALITY. English law governs the contract although you can bring proceedings in England, Scotland, Wales or Northern Ireland if you live in those countries.