

**RUK INTEGRAL BLINDS LIMITED
RUTLAND HOUSE, FRIAR LANE
LEICESTER, LE1 5QQ**

MARCH 2025

RUK INTEGRAL BLINDS LIMITED – PRODUCT & SERVICE TERMS & CONDITIONS OF SALE & INTEGRAL BLIND PRODUCT WARRANTY.

These terms and conditions apply to all aspects of the sale, resale and supply and installation of RUK INTEGRAL BLINDS LIMITED Manual Magnet Operated and Electrical Remote Control Integral Blinds.

All products and services are sold by RUK Integral Blinds Limited exclusively according to our own terms and conditions of sale along with addendums, variations and appendices.

We do not accept any orders or supply contracts or agreements outside of the legal framework that forms our Terms & Conditions of Sale.

By placing an order with us you agree that your order is exclusively subject to our Terms & Conditions of Sale.

These terms and conditions are available upon request and also downloadable from our website at <https://rukintegralblinds.co.uk/>

Quotations and Estimates are provided by us according to our best interpretation and understanding of the requirements of the client's project details provided to us. Quotations are supplied in written form that are usually emailed from our sales department. They are valid for 30 Calendar days unless otherwise specified after which a new quote ought to be obtained for costing accuracy.

We cannot be held to any quote or estimate communicated verbally or through informal conversations such as on text messaging or social networks such as Twitter or LinkedIn. Likewise quotations supplied by RUK Integral Blinds Limited outside of our sales team is never a legitimate quote and we cannot be held to it.

RUK Integral Blinds Limited uses the convention of width x height in mm and understands measurements to be always in this format. Care ought to be taken to present the measurements in this way when requesting quotations or when ordering.

Unless otherwise specified all quotes and invoices are for supply only.

The standard unit and glass format applies unless an alternative format is specified. This format is 4-20-4 Toughened Clear Outer pane and with Softcoat Planitherm Inner Pane with Argon within the cavity, although we are able to supply other width spacers on request.

RUK Integral Blinds Limited shall only be liable if any units do not fit, if we have carried out a professional survey to obtain accurate glazing sizes. If we have not been contracted to conduct a professional survey, it is the responsibility of the customer to provide the accurate glazing sizes in width x height format (mm), with the correct glass specification and thickness. The responsibility is on the customer to provide the correct glazing sizes.

Whilst we take every care and precaution to ensure accuracy, our interpretation \ transcription of your quote request may not at all times be correct and it is the client's responsibility to verify the size, colour and specification details on our quote \ estimates are correct for your requirements. This needs to be done when the invoice is presented to you by email, you must study the invoice and ensure all details are correct, as you will be liable for any inaccuracies.

In particular clients are requested and expected to check that the details upon each invoice correspond with the requirements of the respective project as the manufacture is then based on each invoice or amended invoice rather than any order issued by the client.

Should the required glass specification or blind system specification change for any reason please contact us for re quoting. We always advise the use of toughened / Laminated safety glass in all blind systems supplied and the use of 6mm glass in area's greater than 1.5m².

It is the responsibility of the specifiers to satisfy themselves that the glass specified conforms to any standards their project requires. If in doubt please contact us for advice.

PAYMENT TERMS:

Non Account Customers: 100% payment with order unless alternative terms are negotiated.

Controls: Our standard manually operated integral blinds system is offered with sliding magnets and guiderails for commercial and residential application.

Please inform us of handle locations so as to permit us to best advice on location and arrangement of the magnetic controls. If no location is specified, raise and lower function will always be placed on the right.

Depending of the width to height ratio some unit sizes may be harder to raise and lower than others. This is simply due to the weight of slats and not due to any fault in the mechanism itself.

Magnets may at times disengage during raising and lowering. This is by design to protect the internal mechanism. Re-engaging the magnets will enable resume of function. Larger blinds beyond 1.5m² are more liable to do this than smaller units.

Cold temperature may likewise affect the ease of operation and the magnets may automatically disengage to protect the internal mechanism.

Delivery Method: Most orders including to commercial projects are delivered to site on either long wheelbase vehicles or extra-long wheelbase vehicles. You must inform us at point of order if access to such vehicles might be constrained or not possible.

Units will either be fork lift stillage or handed off the vehicle, unit by unit to you with you being asked to check each unit for obvious breakages, shelling or other obvious damage as you unload. Broken or damaged units notified to us after our driver leaves site with only be replaced by us at our discretion.

It is the responsibility of the customer to provide sufficient manpower to take delivery of our units and products from our vehicles. It is at our driver's discretion to what degree he might assist in carrying units from the vehicle.

Responsibility for each unit passes to the customer once it passes the threshold of the delivery vehicle.

Delivery Date Notifications & Lead-times Advice:

Delivery dates can only be given precisely once units are through production, have been quality controlled and are ready to despatch. Our advice is that customers should not schedule installation, works or book labour until we have confirmed delivery to you either by phone or email.

Delivery Lead Times: normal delivery lead times for manual blinds are usually approx. 3-4 weeks from order and initial payment on each Friday of every week. Lead time can, however, be up to 8 weeks. Electrically operated blind systems are 4-5 weeks from order and initial payment, but again can be up to 8 weeks.

Every effort is made to ensure that the delivery is within the lead time quoted at the time of order, we cannot accept liability for consequential loss due to unforeseen circumstances which prolong the delivery lead time.

Storage:

Special care must be taken to protect the edges of integral blinds units, laminated units especially, from impact damage (knocks, abrasions and excessive local pressure) which can cause breakage, scratches, scars, chips or shells. To prevent edge damage to the glass will need to stand the units on strips of wood on a wooden board large enough to accommodate your units. For larger quantities of units you should make available sufficient boards.

Water must not be allowed to reach the edges of stacked laminated units as it can be drawn between the glass by capillary action and cause damage to the glass surfaces.

Integral Blind sealed units whether toughened or laminated must be protected from site contamination such as welding spatter, or cementitious or plaster products, or adhesives.

Transporting: Our standard integral blinds system should be transported with the magnet in place on the sealed units and with the head rail at the top or lying on its longest edge. If we provide an alternative system that uses cords or wands these ought to be transported without the controller attached and either lying on its longest edge or with the head rail at the bottom.

If transporting Tilt Only Integral blinds lying flat for any reason if standing on edge is not possible... perhaps overseas whilst in crates for example, The units should be laid with the soft coat pane upper most of each unit to prevent the blinds scuffing the coating in the glass.

Glazing: It is important to support both panes at each bottom edge corner with setting blocks or packers larger than the thickness of each sealed unit (32mm minimum). All integral blinds should be glazed according to current legislation, Warranty claims for units not glazed correctly will only be viewed at our discretion.

Minimum area charges.

Minimum chargeable area is always 0.3m²

VAT

Prices quoted are always exclusive of VAT.

This is a quotation only. Acceptance of an order and contract to supply the goods quoted would be subject to the purchasers account status with RUK Glazing Limited prior to acceptance. The prices quoted are strictly net and are not subject to any monthly settlement discount.

The prices on any quotation are open for acceptance within 30 days from the date of issue and delivery of the goods being taken within 3 months from the end of this acceptance period.

Our price includes for a standard ten-year warranty of the edge seals and the internal blinds. We do not offer warranty for single glass products, the warranty is provided by the manufacturer of the integral blinds sealed units, not ourselves, unfortunately if the manufacturer ceases to trade, we cannot be held liable to honour warranties for units supplied by manufacturers that have ceased trading, details of the manufacturers can be provided to you after you have placed an order. We take all responsibility for fulfilling warranty obligations in terms of organising replacements from the manufacturers under warranty and carrying out the installation of replacements and all associated costs of doing so.

Please note the above quote number must be referred to at order placement, failure to do so may result in being charged at a higher rate and no credit will be issued.

Our Cancellation Procedure

This cancellation procedure and policy forms part of our Terms and Conditions of Sale. All orders placed with RUK Integral Blinds Limited are subject exclusively & only to the warranties, terms and conditions within our Terms & Conditions of Sale, an order can be cancelled in writing no later than 3 working days after payment date, this is only if the cassettes/any other components have not already been ordered, in that event you will receive a part refund.

Storage Charges

We reserve the right to charge for storage of units we are requested to hold once they are ready for despatch.

1. Storage for periods up to and including 7 days after the agreed delivery date will be free of charge.
2. Storage for periods longer than 7 days will incur a charge of £25 per m² for each week, or part week, of storage. Charges will be calculated and invoiced monthly.

RUK Integral Blinds Limited - Integral Blind Sealed Unit Purposes & Functions

The purposes of an integral blind sealed unit are as follows.

- Provide thermal Insulation.
- Provide Security.
- Act as a physical Barrier between two zones.
- Act as an acoustic barrier.
- Reduce Solar Gain.

- To be glazed and function only in perfectly vertical frames with sealed unit sides 90 degrees to level floor.
- Provide Privacy from second slat down to the gravity bar and from the left edge of each slat to the right edge of each slat. A venetian blind is not classed as a black out blind.
- Operable by a person of average build \ average strength \ average reach.
- Providing each integral blind sealed unit can provide these functions then it is deemed to be fit for purpose.
- Where specified to provide and fire rated safety barrier.
- Where specified to provide attack, ballistic or blast resistance.

Whilst The Following Are Sometimes Undesirable They Nevertheless Do Not Affect the Integral Blinds Sealed Unit's Ability to Fulfil Its Purposes.

- Minor paint defects or inconsistencies in colour.
- Minor scratches on either the glass or the integral blind cassette.
- Manufacturing Particle matter or dust within the unit cavity.
- Glass distortion or deflection.
- Uneven stacking of the Venetian slats up to 20mm out of level for every 700mm of width.
- Tramlining of a coated performance glass by internal ladder cord.
- Irregular alignment or curvature of non-threaded ladder cords.
- Curvature of Venetian slats.
- Minor Air bubbles within the glass.
- Small gaps in the joints of cassettes.
- Sound of Electrical Motors on our automated integral blinds.
- Difference in speed of operation between automated blinds.
- Any visual effect on the surface of coated glasses.
- Distortions or irregularities in the top slat of each unit.
- Condensation on the outside unit surface of the outer pane or the outside unit surface of the inner pane.
- Warranty covers function & operation of the integral blinds and also the integrity of the sealed unit. Optical clarity of coated glass types may change over time & is not covered by warranty.
- The Guide Rail not being able to be applied due to gasket, frame, unit size, or anything else

Defects and Issues That Are Deemed Subject To Warranty Repair or Replacement within the Term of the Warranty.

- Sealed units breaking down and dissipating
- Deflection of Sealed Unit that in temperatures above 5 degrees Celsius interferes with function and operation of the blinds.
- Slats including and below the second slat down from the top with a visual separation when viewed at 90 degrees.

RUK Integral Blinds Limited - Warranty, Extended Warranty & Exclusions

Warranty Details.

Our warranty on your integral blind covers both the integrity of the sealed unit and also the blind system itself from failure and mechanical breakdown. The initial remedy may be to repair the blind on site or off site but If repair is not technically/cost effective then warranty replacement of the defective unit/units.

Repair will always be the default response to any warranty claim if repair is feasible.

Warranty Duration:

For our magnetic integral blinds, orders supplied to residential or most commercial projects we warranty our integral blind products for 10 years from the date of supply in either the functionality or operation of the blind itself or the integrity of the seal on the sealed unit, providing the unit has been transported and glazed in line with best practice and our advice.

For our motorised integral blinds, orders supplied to residential or most commercial projects we warranty our integral blind products for 5 years from the date of supply in either the functionality or operation of the blind itself or the integrity of the seal on the sealed unit, providing the unit has been transported and glazed in line with best practice and our advice.

Integral blind units supplied free of charge or that are subsidised by us or are used as samples by mobile representatives or to static showroom display environments or that are transported frequently for display at trade shows and exhibitions are excluded from all warranty claims except those we may entertain at our discretion.

Extended warranty applications will be subject to a revised quotation.

Visual Distortions and Effects:

Whilst we endeavour to make the product to the highest standard there are visual effects that are beyond our control and are not subject to any warranty claim, these include the following items, the internal ladder cord distorting as the blind is being stacked, any visual effect on the surface of coated glass, magnets that have rusted due to internal moisture content. It is also recommended by RUK Integral Blinds Limited that a minimum spacer width of 22mm is ideally used in conjunction with higher performance coated glasses where possible.

This is to reduce the rare likelihood of the blind scuffing the coated glasses inherent in such glass types.

Integral Blind Sealed units that are not fitted in perfectly vertical frames may not function correctly and warranty claims for issues derived from sealed units installed out of square or not level may be entertained.

Gaps of up to 4mm in joints are usual as the product is fabricated from composite parts. We try to keep these to a minimum and will consider any request to replace a blind unit if we deem this gap to be excessive. This is done purely at our discretion and is done taking the views of our client into consideration.

Feasibility sizes: Sizes with widths below 450mm whilst are often possible to manufacture and operate as either tilt only or as tilt + raise and lower may not behave at all times as perfectly as a user may wish in the way they stack or sometimes in how level the slats may sit when the blind is lowered. This is often simply because on narrow units you can't have the ladder system that supports the slats as wide apart as is required to guarantee level stacking and slat positioning. The blind should raise and lower and tilt as required in any case.

Claims against warranty for marks and minor blemishes on glass are subject to review as per the GGF guidelines.

Replacement units are provided as close to the original supplied in colour and design. We do not guarantee to be able to provide an identical replacement to the one being replaced as colour options, functionality, features and glass composition do change over time.

If we decide that the original units supplied can be repaired then this unit must be made available for us to collect from the original delivery location or from site if we agree to carry out collection from the site address. In some cases we may decide the units need to be returned to our factory for inspection of a reported issue or additionally for repair to be carried out. It is the responsibility of the client then to return them to us. If we have carried out the installation in a residential setting, we take responsibility to do so.

In certain circumstances, we may request that the unit is returned to our factory by the customer or the reseller, except in residential settings where we have carried out the installation. If time is of the essence for carrying out warranty repair the client or their resellers (glaziers or installation company) should return the units to our factory. This should always be done by arrangement and appointment with us.

Invalidation of Warranty.

Integral Blinds along with any fixtures or fittings that we deem to have derived defects or faults in either internal or external appearance, functionality or performance through mishandling, transporting or storing incorrectly or without due care will not be subject to warranty cover. Likewise integral blind sealed units along with any fixtures or fittings that we deem to have been altered or amended in anyway will also be deemed to have warranty invalidated.

Integral Blind units supplied by us must retain the original taped edge seal intact and without sign of breach or interference in any way in order to enjoy warranty cover.

Should we find this at any time during warranty repair or replacement work that this tape has been interfered with then we reserve the right to charge for repair or replacement work and replacement product in full including all collection and delivery charges.

Magnetic Controls should not be amended or modified in anyway other than with our prior written authorisation and direction.

Electrical components for our automated electric integral blinds likewise should not be altered or interfered with in any way.

Allowing building dust such as plaster dust or similar contamination to get into the controls will likewise invalidate warranty.

Gaskets that spread and impinge on the control zone area preventing the controls from sitting and operating in the centre of the perimeter frame in such a way as to diminish the strength of the magnets also invalidates the warranty as this prevents the controls from working at optimum strength.

We reserve the right to refuse to honour warranty claims or repair work in the event of non-payment of all outstanding balances from a customer. In the event that interest and account handling charges are applied to an account these must be paid in full also to settle and overdue account.

We may choose to apply restrictions for staff attendance or delivery to certain locations.

Energy Surcharge

All orders invoiced may be subject to an Energy Surcharge. At our discretion we may choose to waive this charge. This surcharge is variable and based on the IPE Brent Index price for crude oil as per the Energy Surcharge Tariff. Should you require a copy of the tariff please advise and we will forward. The Energy Surcharge is itemised separately on all quotes and invoices where we choose to levy it.

Compliance with Building Regulations Part L

The new regulations for England and Wales will require that most double glazed units incorporate a low emissivity glass. If you have not allowed for these changes in the construction of the units then please refer to the new regulations to ensure that your offer to your client will meet the required standards.

Right To Alter Or Vary Product, Product Design Or Specifications for warranty repairs or replacements.

RUK Integral Blinds Limited reserve the right to alter our product at any time without notice in either design or specification. We reserve the right withdraw from supply any product or feature. We will always replace any product under the terms of a warranty claim with the closest available match for the faulty item\

Title Of Ownership Post Payment

Goods remain the property of RUK Integral Blinds Limited until paid for in full.

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