

LUXAFLEX® WINDOW FASHIONS 5 Year Warranty

"The LUXAFLEX® 5 Year Warranty" is designed to ensure a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you're not thoroughly satisfied, simply contact your distributor (place of purchase).

These are the details of the warranty which is provided to the original purchaser for a period of five years from the date of installation:

Covered

- LUXAFLEX® products are covered for defects in materials, workmanship or failure to operate.
- Operational cords
- All internal mechanisms
- Components, Brackets
- Fabric delamination

Defective products or components will be repaired or replaced.

Note: LUXAFLEX® motorised shades, PowerRise and circuitry are covered for 2 years from the date of purchase. Different warranty periods and terms apply for commercial products and applications.

Not covered

- Any conditions caused by normal wear and tear
- Abuse to the product, such as alterations, accidents, misuse
- Exposure to the elements (sun damage), discoloration over time
- Failure to follow instructions with respect to measurement, proper installation, cleaning or maintenance.
- Warpage through exposure to high humidity e.g., kitchens/bathrooms and natural variations in grain, colour and texture for Timber Venetian Blinds and other timber products
- Liability is limited to repair or replacement. The cost of removal and reinstallation is excluded.
- A call out fee may apply, which is fully refundable for valid warranty claims.

In no event shall Hunter Douglas Limited (the owner of the LUXAFLEX® brand) or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.

To Obtain Warranty Service

1. Contact your distributor (place of purchase) for warranty assistance or
2. Contact LUXAFLEX® Customer Service at **1800 804 827** for assistance in obtaining warranty service or for further explanation of our warranty.

Tear here

Tear here

IMPORTANT! Thank you for purchasing LUXAFLEX® Window Fashions. Please complete the information on this card and return promptly to help us validate your registration. Return of this card is not, however a condition precedent to warranty coverage and performance.



5 YEAR WARRANTY – REGISTRATION CARD

(PLEASE PRINT)

First Name	Initial	Last Name	E-mail Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Street Address			
<input type="text"/>			
Suburb	State	Postal Code	Telephone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dealer Name			Date of Purchase – Month / Year
<input type="text"/>			<input type="text"/>

1. Overall, how satisfied are you with your recent LUXAFLEX® Window Fashions purchase(s)?

- Very satisfied Somewhat dissatisfied
 Very dissatisfied

2. When you next purchase window coverings, how likely will you be to purchase LUXAFLEX® Window Fashions?

- Very likely Not too likely
 Somewhat likely Not at all likely

3. Total amount spent on your most recent LUXAFLEX® Window Fashions Purchase

- Less than \$500 \$2,000 to less than \$2,500
 \$500 to less than \$1,000 \$2,500 to less than \$5,000
 \$1,000 to less than \$1,500 \$5,000 or more
 \$1,500 to less than \$2,000

4. Type of retailer purchased from:

- LUXAFLEX® Windows Fashions Gallery Floor covering retail store
 Specialty window covering retail store Furniture store
 Department store (David Jones etc) Catalogue
 Internet Home centre

5. Reason for purchase:

- Decorating newly purchased home Decorating newly built home
 Redecorating existing home/addition Replacing old window coverings
 Bought for commercial building/business Other

6. How long have you lived in your current home?

- Less than 6 months 5 to less than 10 years
 6 months to less than 1 year 10 to less than 20 years
 1 to less than 3 years 20 years or more
 3 to less than 5 years

7. Do you subscribe to or read any home decorating magazine on a regular basis?

- Yes No

8. Age

- Less than 25 35 – 44 55 - 64
 25 – 34 45 – 54 65+

9. Gender

- Female Male

10. Do you currently have children under the age of 8 living in your home. If yes, how many?

- Yes No
 1 to 3 4 or more

11. Household Income

- Less than \$50,000
 \$50,000 to less than \$75,000
 \$75,000 to less than \$100,000
 \$100,000 to less than \$150,000
 \$150,000 to less than \$200,000
 \$200,000 to less than \$500,000
 \$500,000 or more

12. When do you next plan to purchase new window coverings for your home?

- In less than 3 mths In 3 to less than 6 mths
 In 6 to less than 9 mths In 9 mths to less than 1yr
 In 1 yr or more Not Sure

13. Please indicate the number of products purchased within each product line: (example 1, 2, 3) Other: _____ (for other products)

	Aluminium Venetians		Roller Blinds
	DUETTE® Shades		Roman Shades
	SMARTSCREEN® External Sunscreens		SILHOUETTE® Shadings
	Fabric Awnings		NEWSTYLE™ Shutters
	Internal Sunscreens		COUNTRY WOODS® Venetians
	LUMINETTE® Privacy Shades		COTTAGE WOODS® Venetians
	Metal Awnings		BEYOND WOODS® Blinds
	Panel Glide		Vertical Blinds

14. Please indicate the number of products purchased with the following specialty lifting systems: (example 1,2,3)

	PowerRise®		UltraGlide®
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15. In which room(s) in your home were your window coverings installed? Please specify all that apply:

- Kitchen Bath Dining room
 Home Office Bedroom Den/Family Room
 Living Room Other Nursery/child's room
 Outdoors

16. How did you install your window coverings?

- Professionally installed
 Installed own window coverings
 Spouse/friend/relative installed

17. How did you first hear about LUXAFLEX® Window Fashions?

- Television Internet search
 Home Show Yellow Pages
 Shopping Centre display Magazine/newspaper
 Radio Friends/family
 Mailbox catalogue Other
 Designer/store/dealer display/showroom

18. Please indicate how much you agree or disagree with each statement below:

In general, I feel that ...	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
a. I care about the image of the brands I buy and how it projects to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I enjoy decorating my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I have a monthly budget that I stay within when making lifestyle purchases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I consider myself an educated consumer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I like to spend money on my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When thinking about my most recent LUXAFLEX® purchase ...	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
a. I preferred to work with a designer rather than shop for window coverings myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Before I began shopping, my first choice in window fashions was the LUXAFLEX® brand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. All window coverings were the same, regardless of the brand name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I preferred interesting/unique windows coverings for my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I felt it was necessary to research some different brands before I bought	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Care and cleaning of window coverings was an important consideration in my purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for taking the time to answer these questions. Your response will help LUXAFLEX® Window Fashions continue to deliver higher quality products and services in the future. Please tick here if you are NOT interested in receiving future information or special offers from LUXAFLEX® Window Fashions. Hunter Douglas Limited may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in any other circumstances authorised by the Privacy Act.

In general, we use and disclose your personal information for the following purposes:

- To conduct our business;
- To market our services;
- To communicate with you;
- To comply with our legal obligations
- To help us manage and enhance our services.

5 YEAR WARRANTY

WINDOW FASHIONS



LUXAFLEX® Marketing Department
Reply Paid 31
RYDALMERE BC NSW 1701



Delivery Address:
PO Box 31
RYDALMERE BC NSW 1701

No stamp required
if posted in Australia

