



Total Blinds Privacy Policy

Our promise to you

Total Blinds is committed to protecting your privacy. Any personal information that we collect from you will be kept private and protected, it will only be used as outlined below. We will not give your personal information to any other organisation without your permission.

What information do we collect?

If you choose to request a quotation, or if you sign up for our email updates, we will ask for your personal details. It is entirely your choice, whether you provide us with this information, however we do need it if you are going to donate. If you do choose to give us your details, we will typically ask you for your:

- contact information (name, address, e-mail)
- products requested

Why do we collect this information?

We collect your personal details so that we can:

- process your request for quote and contact you regarding the cost of the blinds
- identify you when you contact us, to make sure that no-one else gains access to your information

We may use external suppliers to help us with the quotation or provision of your goods and services. These suppliers are required to sign an agreement to maintain the same confidentiality as we do.

Privacy and the Internet

You're in control

You can, at any time:

- Request access to the personal information that we hold about you
- Change information that you have previously given us
- Opt out of receiving future communications from us

To do this you can:

- email a request to tbm@totalblinds.com.au or

When contacting us, please include the following information:

- name
- address
- telephone number

Any questions?

If you have any questions or comments about this privacy policy, or wish to register a complaint, please:

- email a request to tbm@totalblinds.com.au

5 Years Warranty on Materials and Workmanship

We are so confident in the quality and finish of our custom made products that we offer 5 years Warranty on workmanship , components , and materials.

All our custom made products are warranted to be free of manufacturing defects and also against all mechanisms and components.

In case where products are deemed to be found to be defected , we will at our discretion repair or replace the faulty product that conforms with this warranty.

Please NOTE in time colour variations and materials can change or be discontinued in that case we will endeavour to match fabric and colour with the closest materials as possible to the original product.

This warranty does not cover any product which has been accidentally damaged or misused , improper handling , damaged by pets , or normal wear and tear .

Warranty will not apply to any unpaid or outstanding balance on any account until the account has been settled.

Sales Condition

All our product are made to measure and there for cannot be used on any other windows or doors but the original. Therefore we require

- A minimum DEPOSIT prior commencing any order.

Once a Deposit has been paid and the order has been confirmed and placed it cannot be cancelled without a written request within 7 days of paying the Deposit.

A 20% Cancelation Fee as administration cost will apply on the deposit amount. After 7 days no deposit will be refunded on cancelations.

All account balances are to be paid on the day of installation by Cash , Cheque , Credit Card or EFT (Credit Card payments need to be organised prior to installation)

Ownership of Goods and Products remain property of PD Designer Pty Ltd T/as Total Blinds Manufacturing until full payment has been received.