

COVERSUN 5-YEAR FREE SERVICE ASSISTANCE* For Blinds & Curtains



you have free service visits in case of any product damage or operational hazards on Curtains and blinds.details of these free visits vary with the product. which is listed below

ITEM	Free Service Visit (Customer Needs to Pay 0 Amount for Transport)
1 Zebra blinds	Once every year for 5 YEAR(1825 days) from installation*
2 Curtain fixtures	Once every year for 2 YEAR(730 days) from installation*
3 Roman blinds	Once every year for 5 YEAR(1825 days) from installation*
4 Roller blinds	Once every year for 5 YEAR(1825 days) from installation*
5 PVC/Bamboo blinds	Once in a YEAR(365 days) from installation*
6 Wooden blinds	Once in 3 YEAR(1095 days) from installation for three years*
7 Aluminium Venation blinds	Once in a YEAR(365 days) from installation for one year*
8 Vertical blinds	Once in a YEAR(365 days) from installation for one year*
9 Wallpaper pasting	Once in a YEAR(365 days) from installation for one year*
10 Mosquito proofing	Once in 3 YEAR(1095 days) from installation for three years*

The above service, assistance is only available to the blinds that have been installed directly by coversun and it does not include repair or parts replacement charges. Any extra site visits are charged. any other-party installation or product-only purchase has to courier the product.

For Online order

for product-only orders (without installation) the buyer has to send the product to us for a detailed check-up. and we will courier the product back after repair, courier cost back to the customer is paid by Coversun, and the repair cost is paid by the customer.
for DIY customers and Wholesale products, we can courier the needed parts and clamps to you.

Cost for Repair

Any after-service we provide is to ensure our customer satisfaction and increase product life Coversun is happy to help achieve both.

The cost of repair may vary with the product. clamp change and chain mechanism usually cost less than 500 in Kerala.

Cost of repair depends on the availability and rate of replacing parts from clamps,brackets chain mechanism, fabric most of all the parts can be replaced. and most of the parts are available for 5 years. and if not available we will try to provide you next best option

We have no cleaning services. Customers should do dry soft vacuum cleaning on Blinds and curtains once every month to ensure product hygiene and fabric life.

*Terms & Conditions

- Our customer unique ID is the mobile number customer contacted us. when calling for service customer should mention the same mobile number and installation date. We only do site visit on the products we installed
- Before visiting customer must Whatsapp us a detailed video or image of the product that repairs needed.
- Resizing, or changing the installed position of blinds is charged.
- While installation or service manpower, drills, basic tool and screw are brought by Coversun. electricity, scaffolding and other assistance need for installation need to be provided.
- In some cases, the product needs to be taken to our service centre for a detailed checkup and repair, then reinstalled.
- Repair and damages are inspected by our technicians and they decide whether it is a damage and repair or replacement needed.
- We try to get there as soon as possible. estimated time is 2-30 days from the day of service request.
- Any act from a customer that defames the company's goodwill or misbehaviour with our staff will permanently forfeit after services.
- Blinds will vary with product life, and colour fading. Actual product and fabric colour and properties slightly vary from a shown catalogue or with each order as it is made in different die on a different time.
- By agreeing to work or providing advance payment to start work agrees that the customer read and agreed to all the terms and conditions.
- This is a renewed terms and conditions and service assistance policy which is applicable from 23/07/2017
- For any free service visit or service minimum square feet rate of blinds sold has to be 115 Rupees per square foot. Less than that price is also considered as the wholesale and product needs to be couriered to our service centre.
- This warranty supersedes any and all stated warranties, whether written or oral. In no event shall we be liable for incidental or consequential damages that may result from any defect in product or breach of this warranty. We reserve the right to inspect any part or component prior to replacements. In order for repair or replacement to be made, a Bill of Sale, canceled check or other payment record verifying the original purchase date must be presented to us. The exclusion or limitation of incidental or consequential damages may vary according to state of purchase, therefore the above limitations or exclusions may not be applicable to you.

For Service Contact to +91 9037123287