

We are so confident in the high quality of our products, we provide free warranty on all our products. Familyrollo offers an extended 5-year producers guarantee on manufacturing faults. Please, see below and get information about the conditions and exclusions.

Exclusions	Annotation
<p>Normal wear and tear, Alternation, Exposure to the elements, Misuse and damage, Fitted in non-domestic environment, Accident, Fading-Paint peeling in humid rooms, Failure to follow measurement instructions, Failure to follow installation instructions, Interference in product, Natural fading - fabrics and dyes, Fading-fabrics, and goods in strong sunlight, Failure to follow cleaning instructions</p>	<p>This guarantee is exclusive and in lieu of all other obligations liabilities or warranties. In no event shall Familyrollo be liable or responsible for incidental or consequential damages of for any other direct or indirect damage, loss, cost, expense or fee. Do not use abrasive or aggressive detergents in any case. This guarantee does not affect the consumer's statutory rights under applicable national laws in force. We hope you'll agree that our guarantee is plain and simple. Please do not hesitate to get in touch with our Customer Services team if you have any problems whatsoever with one of our products.</p>
<p>Incorrect measurements</p>	<p>Making sure your measurements are accurate. If we are making the product to measurements you have given us you are responsible for ensuring that these measurements are correct. You can find information and tips on how to measure on our website or by contacting us.</p>

We provide a 5-year guarantee consisting of a 1-year manufacturers warranty and the Familyrollo - 4 years extended guarantee. This means that if any of the components fail within the 5 years from the order date, we will replace these free of charge.