
Shipping & Installation Policy

Last Updated: 20.06.2026

This Shipping & Installation Policy explains how Plissee Limited delivers and installs custom-made window furnishings throughout New Zealand.

1. Overview

Plissee Limited supplies premium, custom-made European window furnishings for residential, commercial, and architectural projects.

As all products are made to order, delivery and installation timeframes vary depending on the product, manufacturer, and project requirements.

2. Service Areas

We provide services across New Zealand as follows:

- **Auckland Region:** Free final measure, consultation, supply, and installation
 - **Outside Auckland:** Supply and delivery only, with installation guidance provided
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3. Shipping and Delivery

We offer nationwide delivery throughout New Zealand.

All products are carefully packaged and shipped via trusted courier and freight partners.

4. Lead Times and Delivery Timeframes

Lead times typically range from approximately **3 to 7 weeks, depending on the supplier**, with an additional estimated **1 week for delivery to the customer's address within New Zealand**.

Delivery times are estimates only and may be affected by:

- Manufacturing schedules

- International shipping delays
- Customs clearance
- Freight provider delays
- Events outside our control

Plissee Limited is not liable for delays caused by these factors.

5. Delivery Conditions

Once goods are delivered:

- Risk passes to the customer upon delivery
- Customers are responsible for ensuring someone is available to receive delivery where required
- Deliveries should be inspected upon arrival

Any visible damage or missing items must be reported within a reasonable time after delivery.

6. Installation Services (Auckland Only)

Plissee Limited provides installation services within the Auckland region only.

Installation is available if arranged prior to delivery.

Installation includes:

- Professional fitting of supplied products
- Ensuring correct operation and alignment
- Basic product demonstration where required

Installation appointments are scheduled once products arrive in New Zealand.

7. Installation Outside Auckland

Outside Auckland:

Products are supplied with detailed installation instructions for DIY installation or installation by your preferred installer.

Customers are responsible for ensuring installation is carried out correctly when using third-party installers or DIY methods.

Plissee Limited is not responsible for issues arising from incorrect installation or unsuitable mounting surfaces.

8. Site Conditions

For installation within Auckland, customers must ensure:

- Safe and reasonable access to the property
- Installation areas are ready and accessible
- Surfaces are structurally suitable for mounting window furnishings
- Any necessary building or finishing work is completed prior to installation

Additional charges may apply if installation cannot proceed due to site conditions beyond our control.

9. Measuring Responsibility

Where Plissee Limited carries out the final measure, we take responsibility for measurements taken during that visit.

Where customers provide their own measurements:

- The customer is fully responsible for accuracy
 - Plissee Limited is not liable for errors resulting from incorrect measurements
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10. Delivery Issues and Damage

If your order arrives damaged or incomplete, please contact us as soon as possible so we can assess and resolve the issue.

Photographic evidence may be required to process any claim.

11. Delays

Because many of our products are manufactured in Europe, delays may occur due to:

- Production schedules
- International freight delays
- Customs clearance
- Supplier availability

- Events outside our control

Plissee Limited is not liable for delays outside our reasonable control.

12. Installation Warranty

Installation carried out by Plissee Limited is covered for workmanship only.

This does not cover:

- Product manufacturer defects
- Damage caused by misuse or external factors
- Issues arising from third-party alterations or installations

Manufacturer warranties apply separately to all products.

13. Contact Us

Plissee Limited

Website: <https://plissee.co.nz>

Email: info@plissee.co.nz

Phone: 027 52318164

Location: Auckland, New Zealand

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