
Warranty & Returns Policy

Last Updated: 26.06.2026

This Warranty & Returns Policy explains how Plissee Limited handles warranties, defects, and returns for all custom-made window furnishings supplied within New Zealand.

This policy operates in addition to your rights under the **Consumer Guarantees Act 1993** and other applicable New Zealand legislation.

1. Overview

Plissee Limited supplies premium, custom-made European window furnishings manufactured to order based on customer specifications.

Because all products are made to measure, each order is unique and produced specifically for your project.

2. Custom-Made Products

All Plissee Limited products are custom-made to your exact measurements, fabric selections, and specifications.

As a result:

- We do not offer returns or refunds for change of mind
- Orders cannot be cancelled once manufacturing has commenced
- Slight variations in colour, texture, and finish may occur

We strongly recommend requesting fabric or material samples before placing an order where colour or finish matching is important.

3. Manufacturer Warranty

All products supplied by Plissee Limited are covered by the **manufacturer's warranty only**.

Warranty periods typically range from **2 to 3 years**, depending on the manufacturer and product type.

Manufacturer warranties cover defects in materials and workmanship under normal use conditions.

4. What Is Covered

Manufacturer warranties generally cover:

- Faults in materials
 - Manufacturing defects
 - Mechanical failure under normal use
 - Faulty components supplied by the manufacturer
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5. What Is Not Covered

Warranty does not cover:

- Incorrect installation (by customer or third party)
 - Misuse, neglect, or abuse of the product
 - Normal wear and tear
 - Damage caused by moisture, heat, or environmental conditions
 - Fading due to sunlight exposure
 - Alterations or repairs carried out by unauthorised persons
 - Damage caused by unsuitable installation surfaces or conditions
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6. Installation Responsibility

Where installation is carried out by Plissee Limited, workmanship is covered under our installation service terms.

Where installation is carried out by the customer or a third-party installer:

- Responsibility for correct installation rests with the installer or customer
 - Any resulting damage or operational issues are not covered under warranty
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7. Returns Policy

Due to the custom-made nature of our products:

- We do not accept returns for change of mind
- Products cannot be returned once manufacturing has begun

- Incorrectly ordered sizes, colours, or specifications cannot be returned
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8. Faulty or Damaged Products

If your order arrives damaged or has a manufacturing defect, please contact us as soon as possible.

We may require:

- Photographs of the issue
- Description of the problem
- Product details and order reference

We will assess the issue and, where applicable, arrange repair, replacement, or resolution in line with the manufacturer's warranty and your rights under New Zealand law.

9. Inspection Period

Customers should inspect all goods as soon as reasonably possible after delivery.

Any issues should be reported promptly to ensure timely resolution.

10. Measuring Responsibility

Where Plissee Limited has completed the final measure, we take responsibility for measurement accuracy.

Where customers supply their own measurements:

- The customer is responsible for accuracy
 - Plissee Limited is not liable for errors resulting from incorrect measurements provided by the customer
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11. Consumer Rights (New Zealand Law)

Nothing in this policy limits your rights under the **Consumer Guarantees Act 1993** or the **Fair Trading Act 1986**.

You are entitled to remedies where products are faulty, not as described, or do not meet acceptable quality standards under New Zealand law.

12. How to Make a Warranty Claim

To make a warranty or defect claim, please contact us with:

- Your order details
- Description of the issue
- Photos or evidence of the fault

We will review your claim and respond with the next steps.

13. Contact Us

Plissee Limited

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

Email: info@plissee.co.nz

Phone: 027 5218164

Location: Auckland, New Zealand

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