
Terms and Conditions

Last Updated: 26.06.2026

Welcome to Plissee Limited. By accessing our website, requesting a quotation, or placing an order with us, you agree to be bound by these Terms and Conditions.

If you do not agree with these Terms, please do not use our website or services.

1. About Us

Plissee Limited is a New Zealand-based supplier of premium European window furnishings, specialising in solutions for modern architectural window systems, including **tilt and turn windows**.

We supply and install a range of custom-made window furnishings including pleated blinds, honeycomb blinds, Roman blinds, roller blinds, Venetian blinds, and specialist shading systems.

We operate through online enquiries and mobile consultation services for residential and commercial clients.

2. Services

We provide:

- Free final measure, quote & consultation (Auckland region)
 - Supply and installation services (Auckland only)
 - Nationwide supply of custom-made window furnishings
 - Installation guidance for DIY or preferred installers outside Auckland
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3. Quotes and Pricing

All quotations are valid for 30 days unless otherwise stated.

Prices may change due to supplier pricing, exchange rates, freight costs, or other factors beyond our control.

Written confirmation of pricing will be provided at the time of order acceptance.

4. Orders and Acceptance

An order is only confirmed once:

- The quotation has been accepted in writing
- The required deposit has been received
- Plissee Limited has issued written order confirmation

We reserve the right to decline any order prior to confirmation.

5. Deposits and Payment

Due to the custom-made nature of our products, a deposit is required before manufacturing commences. The required deposit will be specified on your quotation or order confirmation and typically ranges from **50% to 70%**, depending on the product and manufacturer.

The remaining balance must be paid in full **before delivery**.

Ownership of goods remains with Plissee Limited until full payment has been received.

6. Custom-Made Products

All products are made to order according to customer specifications.

As such:

- Orders cannot be cancelled or changed once manufacturing has commenced
- Minor variations in colour, texture, or finish may occur
- Screen colours may differ from physical samples
- Natural materials such as timber may vary in grain and appearance

We strongly recommend requesting samples where colour matching is important.

7. Measuring Responsibility

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

Where customers provide their own measurements:

- The customer is responsible for accuracy
 - Plissee Limited is not liable for errors resulting from incorrect measurements
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8. Installation

We provide installation services within the Auckland region only.

Outside Auckland:

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

Customers must ensure installation surfaces are suitable and structurally sound.

We are not responsible for issues caused by unsuitable surfaces or incorrect third-party installation.

9. Lead Times and Delivery

Lead times depend on supplier and typically range from **3 to 7 weeks**.

As many products are manufactured in Europe, delays may occur due to:

- Production schedules
- International freight
- Customs clearance
- Shipping delays
- Events outside our control

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

10. Delivery

Delivery is available throughout New Zealand.

Risk in goods passes to the customer upon delivery.

Customers must inspect goods upon receipt and report any damage or defects within a reasonable time.

11. Warranty

All products are covered by the manufacturer's warranty only.

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

The warranty does not cover:

- Incorrect installation
 - Misuse or improper handling
 - Normal wear and tear
 - Environmental damage (including fading, moisture, or heat exposure)
 - Alterations made by third parties
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12. Returns and Cancellations

As all products are custom-made:

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

If goods are defective or damaged, please contact us promptly for assessment.

Nothing in these Terms affects your rights under the **Consumer Guarantees Act 1993** or other applicable New Zealand legislation.

13. Commercial Projects

For commercial, architectural, and trade projects, additional terms may apply depending on project scope and requirements.

These will be confirmed in writing prior to commencement.

14. Limitation of Liability

To the maximum extent permitted by law, Plissee Limited is not liable for indirect, incidental, or consequential loss arising from the use of our website, products, or services.

Nothing in these Terms limits your rights under New Zealand consumer law.

15. Intellectual Property

All website content, including images, text, branding, and product information, remains the property of Plissee Limited unless otherwise stated.

No content may be copied or used without written permission.

16. Privacy

We collect personal information only for:

- Quotations
- Order processing
- Customer communication
- Legal and business requirements

We do not sell or share personal information with third parties except where required to complete services.

Please refer to our Privacy Policy for more information.

17. Force Majeure

Plissee Limited is not responsible for delays or failure to perform obligations due to events outside our control, including but not limited to natural disasters, strikes, shipping disruptions, supplier delays, or government actions.

18. Governing Law

These Terms and Conditions are governed by the laws of New Zealand.

Any disputes will be subject to the jurisdiction of New Zealand courts.

19. Contact Information

Plissee Limited

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

Email: info@plissee.co.nz

Phone: 027 5218164

Location: Auckland, New Zealand

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