NORMAN®
SHUTTERS. BLINDS. SHADES.

Norman Warranty Document

"No Questions Asked" Warranty

Program	NQA Warranty Period
Shutters Woodlore Woodlore Plus Woodlore Plus Waterproof Brightwood Normandy	5 Years
Shutters Normandy LUXE	3 Years
Blinds & Shades Portrait Honeycomb Soluna Roller Normandy Wood PerfectSheer SmartDrape	3 Years

We are pleased to offer Norman's "No Questions Asked (NQA) Warranty", providing customers with real confidence when they purchase quality Norman shutter, blind, and shade products, made available only through Norman. It is the warranty that even covers life's little mishaps. If they break it, we'll offer a like-for-like replacement, for free, with no questions asked! Norman may use similar materials to produce the replacement, and it may not be identical to the original order.

Norman's NQA warranty provides consumers with a one-time replacement for the same product should it become damaged, defective, or inoperable after the point of installation.

Norman's NQA warranty does not cover motorisation, battery replacements, or other accessories, but does cover the product the motorisation is in. It is not able to be claimed for any showroom, display, or sample product.

The warranty applies to orders placed with Norman from the 1st of February 2019, for all Shutter programs, Portrait honeycomb shades, SmartPrivacy wood and fauxwood blinds, Soluna roller shades, PerfectSheer, and SmartDrape products. The warranty period commences from the shipment date indicated on the order, which can be found on the Norman portal.

Norman's NQA warranty does not cover colourfastness, products that have transferred ownership, been misused, modified, improperly measured, or damaged during installation. Products replaced under this warranty must be the same as the original order placed with Norman. All program, material, colour, size, rotation etc. details must remain the same and are ineligible for change without a charge. Products that are ordered outside of Norman product specifications, and have "waived warranty", are not covered by the NQA warranty.

If Norman concludes that a replacement will not solve the warranty claim, and the appearance and operation follow our product specifications, we reserve the right to decline supply of the replacement product. Also, from time to time we may request photos of the non-conforming, defective, or damaged product to improve our product design, production systems and quality control procedures.

Trip and labour costs associated with the reinstallation, and express shipping fees are not included in the warranty.

General Warranty

Program	Item	Warranty Period
Shutters Woodlore Woodlore Plus Woodlore Plus Waterproof Brightwood Normandy	Material & Workmanship	5 Years
	MS4 Motorisation	
	Colourfastness	3 Years
LUXE Normandy LUXE Shutters SmartPrivacy LUXE Blinds	Material, Workmanship & Colourfastness	3 Years
Blinds Normandy Wood Performance Fauxwood CityLights Aluminium	Material & Workmanship	3 Years
	Colourfastness	
Shades Portrait Honeycomb Soluna Roller PerfectSheer SmartDrape Roman	Material & Workmanship	3 Years
	MRS/MCS/DMCS Motorisation (from 1 Jan 2023)	
	Previous Shade Motorisation (before 1 Jan 2023)	2 Years
	Colourfastness	Not Covered
Components	Operational Cords	3 Years
	Stainless Steel Components	
	Non-Stainless Steel Components	

Norman offers a comprehensive General Warranty on all our quality shutter, blind, and shade products. This warranty requires the Retail Partner to provide sufficient evidence showing any product fault for Norman to proceed with the remake at no charge. Without sufficient evidence, the Retail Partner will have to reorder the product at a charge and will be invoiced accordingly. Products that are ordered outside of Norman product specifications with "waived warranty" and SmartDrape batteries are not covered by the general warranty.

Trip and labour costs associated with the reinstallation, and express shipping fees are not included in the warranty. Replacement products will be shipped via the original order shipping method but can be upgraded to airfreight at a charge.

For shipping damage claims, please submit a remake request under Norman's Return Goods Authority (RGA) process within 21 days for airfreight and seafreight from receipt of goods. Please report all shipping damage and provide clear photographic evidence showing any issues at the time of claim submission. Claims made after these timeframes, or submitted without photographic evidence, cannot be processed as RGA remakes. These claims will be reviewed under Norman's No Questions Asked (NQA) Warranty instead, provided they meet the warranty's eligibility requirements. Claims that do not qualify under either the RGA policy or NQA warranty will be treated as reorders at a charge.