

Removal and Reinstallation of Shutters

Supplementary Terms & Conditions

These terms apply where Shutters of Elegance Limited agrees to temporarily remove and subsequently reinstall previously installed shutters at a Customer's request.

By instructing us to carry out this service, you agree to the following:

1. Nature of the Service

1.1 Plantation shutters are bespoke, made-to-measure products and are not designed for repeated removal and reinstallation.

1.2 Any removal and/or reinstallation service is provided strictly at our discretion and subject to availability.

1.3 This is a chargeable service. The fee will be agreed in writing prior to works commencing and must be paid in accordance with the agreed terms.

2. Access and Preparation

2.1 The Customer must ensure that all shutters and surrounding areas are fully accessible prior to our arrival.

2.2 Any furniture, fixtures, window dressings, ornaments, or obstructions must be removed in advance.

2.3 We reserve the right to postpone works if safe and clear access is not available. Additional charges may apply where repeat visits are required.

3. Risk of Damage to Interior Surfaces

3.1 While we will exercise reasonable care and skill, the removal of shutters may result in damage to surrounding surfaces.

3.2 This may include, but is not limited to:

- Peeling or lifting of paint
- Ripping or marking of wallpaper
- Damage to plasterwork
- Sealant removal marks
- Tile or window reveal damage

3.3 Shutters of Elegance Limited accepts no liability for damage to plaster, paintwork, wallpaper, tiling, window reveals, sealant lines, or any decorative finishes resulting from the removal or reinstallation process.

3.4 All making good, redecorating, filling, repainting or remedial works remain wholly the responsibility of the Customer.

4. Condition of Shutters

4.1 Due to the nature of removal, we cannot guarantee that shutters will remain in identical condition following removal and reinstallation.

4.2 We accept no liability for:

- Minor paint cracking
- Joint movement
- Warping or bowing
- Cosmetic changes
- Wear and tear becoming apparent during removal
- Damage caused by age or prior installation conditions

4.3 Where shutters are older, natural material movement or brittleness may increase the risk of damage during removal.

5. Changes to Windows or Openings

5.1 If shutters are removed to allow for replacement windows, structural alterations, replastering or similar works, we provide no guarantee that the shutters will fit the opening upon reinstallation.

5.2 Even minor changes in:

- Window dimensions
 - Frame depth
 - Squareness
 - Plumb or level
 - Reveal condition
- may prevent shutters from fitting correctly.

5.3 If shutters no longer fit:

- We may, at our discretion, discuss potential trimming or alteration options (chargeable).
- Alterations are not guaranteed to be possible.
- In some cases, new shutters may be required.

5.4 Shutters of Elegance Limited accepts no liability where shutters cannot be reinstalled due to dimensional or structural changes made by third parties.

6. Third-Party Contractors

6.1 We accept no responsibility for damage caused by window companies, builders, decorators or any other third parties.

6.2 It remains the Customer's responsibility to ensure that replacement windows or building works are completed to suitable tolerances for shutter reinstallation.

7. Limitation of Liability

7.1 The removal and reinstallation service is carried out at the Customer's request and risk.

7.2 Our liability is strictly limited to carrying out the agreed service with reasonable care and skill within our control.

7.3 We shall not be liable for:

- Indirect or consequential loss
 - Decorative damage
 - Misalignment caused by building movement or altered openings
 - Inability to refit shutters due to changes made after original installation
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8. Warranty Position

8.1 Removal and reinstallation does not extend, renew or reset the original product warranty.

8.2 The original warranty period continues from the original installation date.

Example: If shutters are removed five (5) years into a ten (10) year warranty period, five (5) years of warranty remain following reinstallation.

8.3 The warranty does not cover issues arising from removal, reinstallation, structural changes, or third-party works.

9. Acceptance

By proceeding with a removal and/or reinstallation booking, the Customer confirms they have read, understood and accepted these terms.