

FABRICS & CARE

Where the customer supplies the fabric The Curtain Fairy cannot be responsible for flaws, faults or inconsistency of pattern. Where possible The Curtain Fairy will work around such problems but extra work or fabric required to do so will be paid for by the customer. Fabrics should be clearly marked with the right/wrong side and pattern direction.

There may be a surcharge where many small pieces are supplied from which to make an item. All fabrics chosen should be handled with care. Advice for their suitability for washing / dry cleaning can be sought from the fabric supplier. However, when a combination of fabrics have been used (for example where lined curtains have been made, or where trimmings have been applied) rates of shrinkage between fabrics may differ causing the item in question to be pulled out of shape. The Curtain Fairy suggests that ALL fabrics be treated as **dry clean only** unless otherwise stated, and can take no responsibility for any damage occurring to items due to cleaning in the wrong manner. In cases where interlining has been used, even dry cleaning may not be possible, and it is recommended that cleaning is done by means of gentle vacuuming. The Curtain Fairy will endeavour to match the correct fabric with the customer's requirements and assess its suitability for the environment in which it will be placed. The Curtain Fairy can take no responsibility for fabric behaviour once within its intended destination. Any shrinkage due to high humidity, improper cleaning, or any other reason, or damage or mis-shaping arising from mishandling or other improper use will not be the fault of The Curtain Fairy.

FIXTURES AND FITTINGS FOR WINDOW TREATMENTS

The Curtain Fairy can advise on fixtures and fittings. The Curtain Fairy can take no responsibility for any damage to property during or after the attachment of such fixtures or fittings by the customer or customer's representative. Roman/roller blinds will be supplied with safety bead chain /breakaway cord connectors. Should you, the Client, refuse the fitting of safety connections during installation or remove safety connectors once fitters leave the clients premises, The Curtain Fairy takes no responsibility for injury or death as a result. Although The Curtain Fairy may be able to advise, ultimately it's client's responsibility to ensure safe fixings and safe conditions for The Curtain Fairy when on the premises installing window dressings.

If the client wishes to change curtain poles / tracks or other such fittings after precise measurements have been taken by The Curtain Fairy, then the customer MUST inform The Curtain Fairy of such a change in writing, and new measurements will need to be taken by The Curtain Fairy. If any change in dimensions results in extra work being required to ensure the window treatment(s) fit, then a charge will be incurred based upon the current hourly rate. The customer will be advised of this prior to proceeding with any rectification, and will agree in writing to the additional work and charges.

If the customer provides the required measurements, then all items subsequently made will be done so in accordance with them. The Curtain Fairy can take no responsibility for any mistakes arising from inaccurate or incorrect measuring by the customer. Such errors may be rectified where possible, but this will be at additional cost to the customer.

The Curtain Fairy can sometimes suggest third party suppliers and trades people direct to the customer. However, the customer will form their own relationship with any third party and be responsible for managing these relationships, and be responsible for financial settlements directly with the third party