

The perfect transformation

Guaranteed

SECTION BELOW TO BE COMPLETED BY THE DEALER

Customer costs²

Original Sales Order Number

Reference (line number from order)

Product

Quantity

Dealer cost for claim

Claim entered online

20/20 Claim ID

Claim completed by

Date Claim

² Complete costs to customer for installation and upgrade costs (if applicable). Customer to sign in customer section once all costs disclosed.

*TERMS & CONDITIONS: The 20/20 Gallery Gold Guarantee excludes damage and abuse, improper installation, mismeasurement, warranty claims, hard wired motorised products, external awnings, external sunscreens, speciality shapes and commercial applications. Re-order sizes must be the same as the original sizes unless authorised by Hunter Douglas. Claims must be made by the original customer through the original Luxaflex® Window Fashions Gallery Dealer. You must pay an additional reinstallation charge per window covering. If the replacement product is of greater value, you must pay the difference in value. No credits or refunds for products of lesser value. A limit of a once only replacement of up to 25 window coverings per household applies. 20/20 Gallery Gold Guarantee is available only through purchases at participating Luxaflex® Window Fashions Gallery Dealers and may be discontinued or modified by Hunter Douglas at any time.

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20/20 Gallery

GOLD Guarantee

Congratulations on your purchase of Luxaflex® Window Fashions.

We know you will immediately see the workmanship and beauty that has established Luxaflex as a leading name in window fashions in Australia and around the world for over 65 years.

Because we and your Luxaflex Window Fashions Gallery Dealer are committed to your satisfaction, in addition to our product Warranty, your new window fashions are also backed by our exclusive 20/20 Gallery Gold Guarantee.



Here's how it works

Once the installation of your new internal window coverings is complete, we invite you to experience and enjoy them in your home for 20 days. At the end of this 20-day period, in the unlikely event you are not thoroughly satisfied with the way they visually enhance your home, you can contact your Luxaflex Window Fashions Gallery Dealer where you purchased your window coverings during the next 20 days.

They will make a one-time replacement of your window coverings with a Luxaflex product of equal or lesser value of your choice*. It's that simple. Just complete the information on the following page and return it to your Dealer with your replacement choices.

Please keep this with your receipt and warranty documents, as this original proof of installation will be required for the 20/20 Gallery Gold Guarantee. Thank you for choosing Luxaflex and your Window Fashions Gallery Dealer.

Discover the Luxaflex Difference

SECTION BELOW TO BE COMPLETED BY THE DEALER AT TIME OF INSTALLATION

Date of install	<input type="text"/>	
Installer Name	<input type="text"/>	
Gallery Store Name	<input type="text"/>	
Address	<input type="text"/>	
Suburb	<input type="text"/>	
State	<input type="text"/>	Postcode <input type="text"/>

SECTION BELOW TO BE COMPLETED BY THE CUSTOMER

Date of claim	<input type="text"/>		
Reason for window fashion replacement			
Style/Operation Method	<input type="text"/>	Colour	<input type="text"/>
		Type of product	<input type="text"/>
Other	<input type="text"/>		
Name	<input type="text"/>		
Signature ¹	<input type="text"/>		
Address	<input type="text"/>		
Suburb	<input type="text"/>		
State	<input type="text"/>	Postcode	<input type="text"/>
Phone	<input type="text"/>		
Email	<input type="text"/>		

¹ Customer to sign only when customer costs have been completed in the dealer section over page >>>