

FAQ

Q. How accurate are the colours on your web site to the actual fabrics?

As all computers vary in the way colour is shown, we recommend that you order a sample/s before placing your order.

Q. How do I order samples?

If you would like a sample select the sample from your choice of blinds you are interested in and click the request sample button underneath to make your request. If you wish to add additional samples just navigate to homepage (products) to the left of the site and make your selections.

Q. What should I do when my sample arrives?

If you have created a mood board, put it together with the other samples so as to get an idea how your idea will work together. If you are just seeking to change the window treatment, hold your sample up against the window or ask someone else to do it so that you can see if the colour and fabric works with your colour scheme.

It may be worth doing this in daylight and artificial light so you can be sure how the fabric looks and you are happy with it.

Q. How accurate are the colour swatches?

Whilst every effort is made to ensure blinds match swatches, dye batches from our manufacturers may vary. We cannot guarantee an exact match even on our samples unless paint finished, as wood is a natural material and does vary slightly in grain and shade although we are very accurate with our stains.

Q. How do I measure standard windows?

Please check our measuring guide at- <http://www.meritblinds.co.uk/docs/measuring.pdf>

Q. I have a bay window and need help to measuring?

Select the type of blinds you are interested in. Click on the link for

Vertical Blinds Bay Measuring - <http://www.meritblinds.co.uk/docs/measuring-for-vertical-blinds-bay-windows.pdf>

Venetian Blinds & Roller Blinds Bay Measuring- <http://www.meritblinds.co.uk/docs/bay-window-measuring.pdf>

Roman Blinds Bay Measuring

Q. Can I order on-line?

Yes. We have tried to make the process as easy as possible for you. If you would like a sample please select the sample required and click the request sample button to make your request.

When you have decided which blind or blinds you require, enter your measurements in the width and drop sections and click generate quote button. If you would like any additional accessories then select and the system will calculate in your quote.

If you still require any additional help please contact us. Email info@meritblinds.co.uk or phone 01908 503482

Q. Do you supply outside the UK

At present we are only able to supply blinds within the UK.

Q. How do I know if you have received my order?

You will be notified by e-mail immediately we receive your order.

We will then email you to confirm our expected turnaround days to manufacture your blind/s and our current stock levels.

Q. Is your site secure?

Yes. We appreciate that this is an area that is important to you as our customers. We have taken the necessary steps and use up to the minute technology to ensure that this site is secure for credit card/ debit card payments.

Q. Do you pass on personal details to others?

It is our company's policy not to share your details to third parties without your express prior consent.

Q. Will I be informed of any future special offers?

If you sign up for our newsletter with us we'll keep you up-to-date with new developments.

Q. Can I change my order once I've submitted it?

Once your order has been submitted we are unable to cancel or change it once it has gone into our manufacturing process.

Q. My blinds have arrived faulty - what should I do?

Phone us on 01908 503482 or email us info@meritblinds.co.uk and we shall endeavour to sort out the problem. If we need to get the blind back we'll arrange for our courier to collect it from you as soon as possible.

Q. If I need to return my blinds how do I pack them?

You'll need to pack them in the original packaging, or our customer services team can advise you if you no longer have the original packaging. Please contact us at info@meritblinds.co.uk, or call us.

Q. How soon can I expect my delivery after I place my order?

Most orders are completed within 7-10 working days from receipt of order. However, during peak holiday times this may not be possible. Some of our wood blinds may take 15 working days.

Q. Can I order over the phone?

Yes call us on 01908 503 482.

Q. Do you sell any items other than those on this site?

Please e-mail us at [email us info@meritblinds.co.uk](mailto:info@meritblinds.co.uk). Or call us with your query.

We shall do our best to assist you.

Q. I would like my blinds cleaned/repared and do not live near Milton Keynes. Can you help?

This much depends up the situation. Call us and we will try to assist you.

Q. I would like a change of colour scheme and have Vertical Blinds. Do you supply just slats/ louvers or vanes only?

Yes. We need the hem to hem measurement and details of who made your blinds if you have it to hand. Alternatively, if you could provide us with a photo of the hanger type we will do our best to obtain the right one. This is because different manufactures have their own headrails.

Q. Are the blinds guaranteed?

Yes they come with a 12 month guarantee.

Q. I have very large windows. How can I dress them?

This depends on the type of blind you wish to choose as a window treatment. It may be worthwhile splitting the window up into sections.

Q. I need blinds for a commercial office. What type of blinds should I be looking at?

You will need to consider blinds which have fire resistant properties. We have included the suitability on each fabric to help you make the right selection.

Q. Do you sell blackout blinds?

Yes we have blackout fabrics on roller, vertical and roman blinds.

Q. I'm concerned about my children's safety, do you supply child safety devices?

Yes, we will be happy to send you child safety device, we supply a variety of devices to suit different blind types.

Q. I have fitted the headrail and slats and the slats won't turn.

1. Take all the off slats from the head rails

2. Turn the control chain at side for the carriers to a 90 degree angle and put the slats back on so you can see through the to the outside window. Please put the back chain on first nearest the window ensure that the chain at the bottom will operate correctly.

Q. I have cut the chain in the wrong place and now some of them won't turn.

You will need to order some more chain.

Q. Do fitting instructions come with your blinds?

No but you can also download these from our help and info page <http://www.meritblinds.co.uk/pages/help-info.html>

Q What does SRC mean?

Solar Reflective Coating found often on pleated blinds. They can be added to Roller or Vertical Blinds fabrics.