


FAQ

1. 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.

If 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 accessories then select and the system will calculate in your quote. There is information  located to provide you with additional help.

If you still require any additional help please contact us.

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

2. How do I know if my order has arrived?

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

We will then let you know our current turnaround time limits to manufacture your blind/s and confirm stock levels.

3. Is this site secure?

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

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

4. 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 what's going on.

5. 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.

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

E-mail us at [email info@meritblinds.co.uk](mailto:info@meritblinds.co.uk) or phone us and we'll arrange for our courier to collect it from you as soon as possible. As soon as we receive your blind we will arrange for a new one to be made as soon as possible, or you can have a full refund if you prefer.

7. 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.

8. 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.