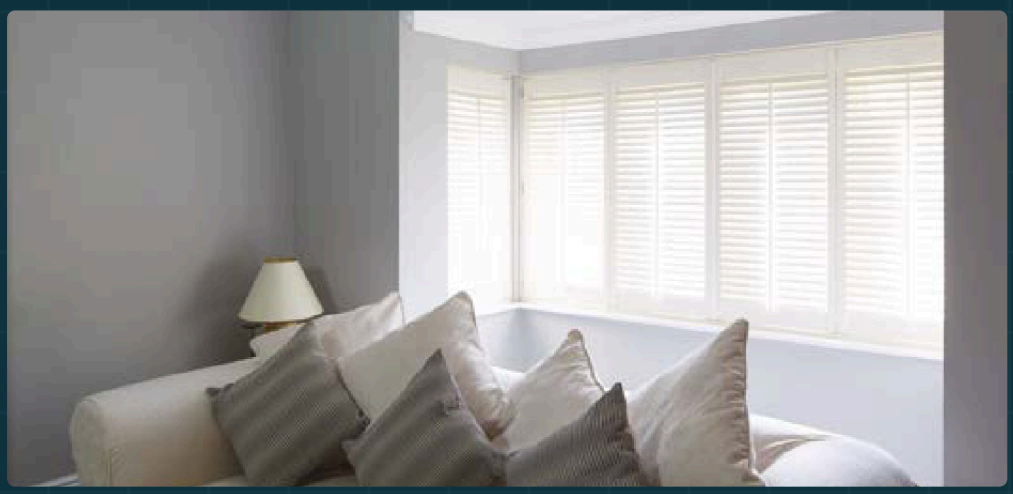
TheShutterShop

S:CRAFT® SUPPLIER SPECIFICATIONS

Bermuda Technical Specifications

2025 VERSION 2.4.1



SPECIFICATIONS BY	SUPPLIED BY	RANGE	VERSION
S:CRAFT	The Shutter Shop Ltd	Bermuda	2025 Version 2.4.1

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01

1. Bermuda Introduction

Aesthetics: Bermuda is an MDF shutter with ABS louvres which is painted so that it closely resembles the finish of a painted hardwood shutter. 12 contemporary colours are available in the range.



Hard-wearing: Bermuda is coated in a paintable polypropylene sleeve which is very hard-wearing and helps to protect the shutter from changes in ambient temperature and this reduces the likelihood of in-situ moisture changes and the risk of warping and twisting.

Frames: 26 different frames are available in this range.



Stiles: Please note the stiles are manufactured in a beaded and flat stile.

Louvres: Bermuda louvres are unique and designed like an aircraft wing's, our ABS louvres are strong, rigid and lightweight. Multiple sandings and paint sequences yield an impeccable high-end finish. Bermuda is available in 47mm, 63mm, 76mm 89mm, 114mm louvres. Due to the louvres being manufactured in ABS the panel weight of the shutter has been reduced. The means that single hung panels can now be up 915mm wide while multiple panels are available up to 610mm in width.

NB the number of panels that can be hinged together remains. Over and above the shutters must be tracked. Please see the panel limitations chart.

Colour palette: There are a total of 12 contemporary colours (including custom colour) available and these can be viewed in the generic paint keyring.

SHUTTER RANGE	FINISH	LOUVRE MATERIAL	STILE MATERIAL	RAIL MATERIAL	FRAME MATERIAL
Bermuda	Solid Paint	ABS	MDF+Poplar LVL	MDF	MDF

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Bermuda Specifications

Panel Size Limitations

	WIDTH			HEIGHT		
			MAXIMUM			
LOUVRE SIZE	MINIMUM	SINGLE HUNG	BI-FOLD HINGED SHUTTER/ MULTI-FOLD WITH TOP AND BOTTOM TRACK	MINIMUM	MAXIMUM	MID RAIL REQUIRED IF
47mm	152mm	610mm	610mm	250mm	3378mm	H>1981mm
63mm	152mm	915mm		250mm	3378mm	H>1981mm
76mm	152mm	915mm		250mm	3378mm	H>1981mm
89mm	152mm	915mm		250mm	3378mm	H>1981mm
114mm	152mm	915mm		250mm	3378mm	H>1981mm

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Bermuda Specifications CONTINUED

Specifications

SPECIFICATION	BERMUDA
Material	MDF Panels with ABS Louvres
Panel Weight per sq. metre	6.24 - 8.5kg
Paint Colours	12
Stain Colours	✘
Custom Colours available (excluding black, solid paint only)	✔
Louvre sizes	47mm 63mm 76mm 89mm 114mm
Max single panel width	915mm
Max bi-fold panels width	610mm
Max number of panels hinged together	2
Max and min panel heights	3000mm 250mm
Solid Panels available	✘
Special shapes	✘
Custom Bay Post angles	✔
Stile Type	Beaded or Flat
Fixed Louvres	✔

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Bermuda Colours

Colours

Please note. Colours may vary slightly between dye lots. Shutters for the same installation should be ordered together to avoid variations in colour. Colours may vary slightly from colour samples. For this reason, colour samples should be updated annually.

Colour Options

BERMUDA PAINT OPTIONS (12 COLOURS + CUSTOM COLOUR WITH A SURCHARGE)

COLOUR ID	COLOUR NAME	RECOMMENDED HINGE COLOUR
001	Pure White	Pure White
002	Extra White	White
003	Silk White	White
004	Bright White	White
006	Pearl	Pearl
009	Creamy	Pearl
032	Sea Mist	Sea Mist
049	Stone Grey	Stone Grey
053	Clay	Nickel Plated
063	Decorator's White	White
076	Aura White	White
080	Taupe Grey	Taupe Grey

OPTIONAL HINGE COLOUR

1. Antique Brass
2. Bisque
3. Black
4. Bright Brass
5. Brown Grey
6. Brushed Nickel-Plated
7. Crisp Linen
8. Nickel-Plated
9. Pearl
10. Pure White
11. Sea Mist
12. Stainless Steel
13. Stone Grey
14. String
15. Taupe Grey
16. White

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Bermuda Colours CONTINUED

Please note: custom colour is available with a surcharge, however black colours are not available as custom colours in Bermuda

Due to the nature of material manufacturing, colours may vary slightly between dye lots. Please order shutters for the same home at the same time. Slight variations may also occur between the finished products and the colour swatches you use.

PAINT

Please note that 001 pure white, 003 silk white, and 006 pearl are water-based paints and the rest of the colours are finished in an oil-based paint.

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02

2. Installation Styles



FULL HEIGHT

Shutter covering the full height of aperture.



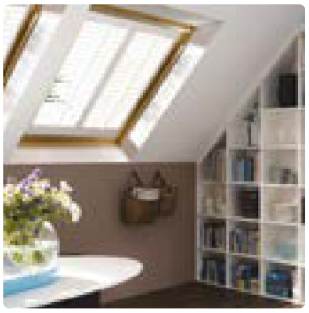
CAFE STYLE

Shutter covering only the lower portion of aperture providing privacy and light control but leaving the top portion un-shuttered to maximise light, where privacy is not required.



TIER ON TIER

Shutter is split into two halves so the top and bottom panels can be independently operated / opened fully. The standard gap between top tier and bottom tier is 2.5mm.



ROOF SHUTTERS

Would not be supplied or covered under warranty.

Please refer to Fiji specifications for roof details.

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2. Installation Styles CONTINUED

Tracked Shutters



Bi-Fold

Shutters suspended from a top track hinged together in a bi-fold configuration to allow them to be folded back to the end of the track at 90° or 180°. Suitable for use with patio doors, wardrobes or as a room divider. May be specified and fitted with or without side frames.

By-Pass

Shutters suspended from a top track. Panels slide behind or in front of one another to open or close. Suitable for use with patio doors. room dividers and wardrobes. May be specified and fitted with or without side frames.

* Refer to the separate track specifications for further details.



Shutters Used as Doors or Un-Supported

Shutters used for Doors/Shutters without bottom supports may sag and deform, including the situations below:

1. Shutters with bottom gap over 2.54mm
2. Shutters with no frame or no existing sill at the bottom to support the panel (or shutter has bottom frame/existing sill, but the panel is frequently left in the open position without being supported)

In situations where shutters will be used for a door application, the partner must select “door” when completing their order.

Please note the specifications that will be applied by the factory:

(1) The factory will add extra hinges to support the panels(except all French door orders and track system orders).

(2) Bigger and Stronger Top and Bottom rail might be supplied. This will reduce the probability of the panels sagging and increase shutter intensity.

PANEL CONFIGURATION	
L, R, LR	LL, RR, LLRR
Manufacture with warranty waived.	Must order as track, we will not process order even with warranty waived.

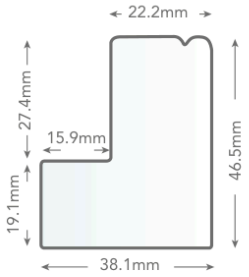
N.B Parners will be responsible for any EDR costs where there has been a failure to notify S:CRAFT that the original shutter order was for a door application.

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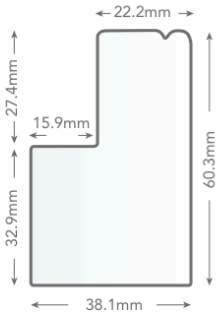
03

3. Framing Styles

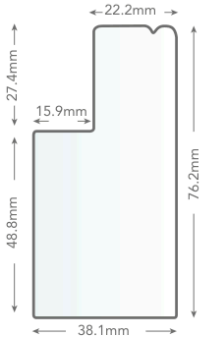
Beaded



46mm



60mm

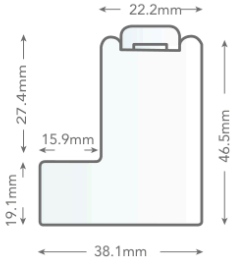


76mm

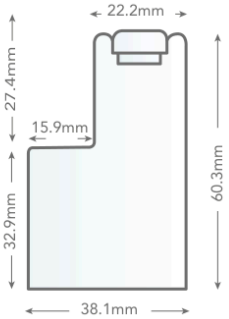
Insert L



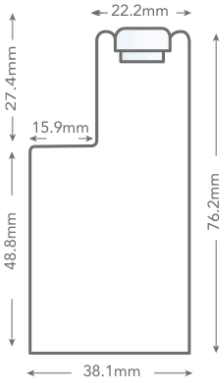
32mm



46mm

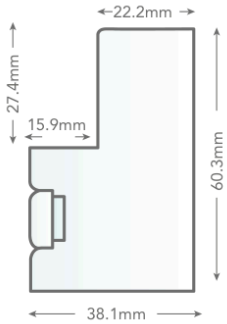


60mm



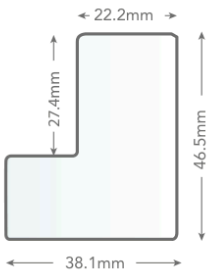
76mm

DEEP L PLAIN



60mm

PLAIN L FRAME

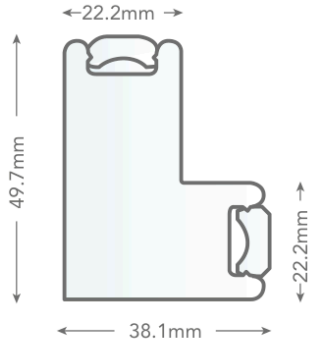


46mm

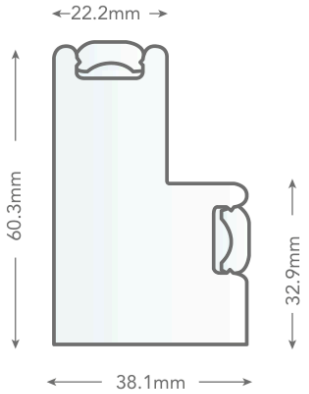
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Framing Styles

Double Insert L Frame



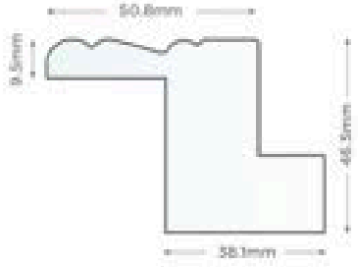
Double Insert L Frame
50mm



Double Insert L Frame
60mm

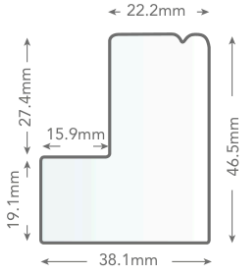
NB. Please note that no screw holes will be pre-drilled for the Double Insert L Frame, but 76.2mm screws will be supplied loose in the hardware box.

TIARA Z FRAME



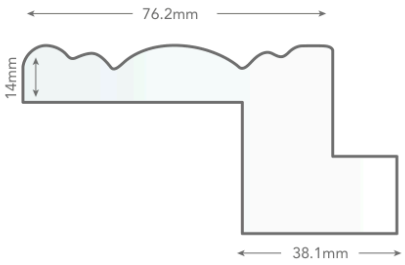
50mm

TIARA Z SILL PLATE



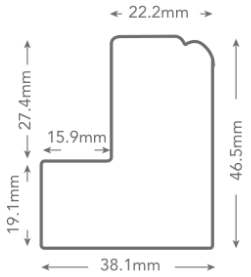
50mm

CROWN Z FRAME



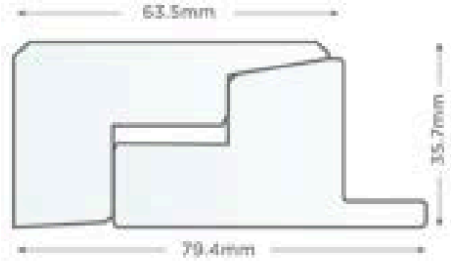
76mm

CROWN Z SILL PLATE



46mm

MISSION FRAME

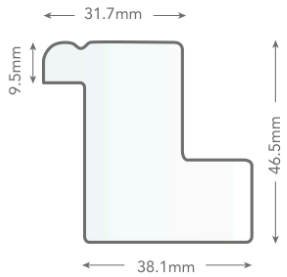


63mm

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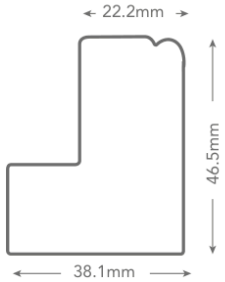
Framing Styles

BEADED Z

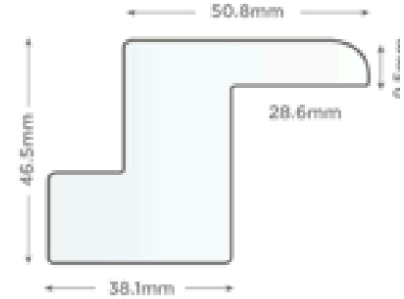


31mm

BEADED Z SILL PLATE

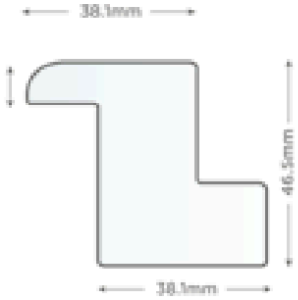


BULLNOSE Z



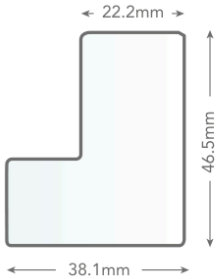
50mm

BULLNOSE Z



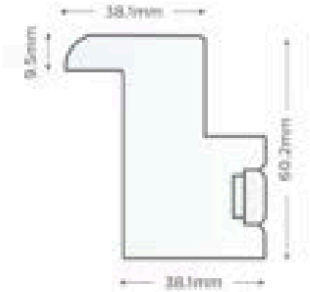
38mm

BULLNOSE Z SILL PLATE



38mm

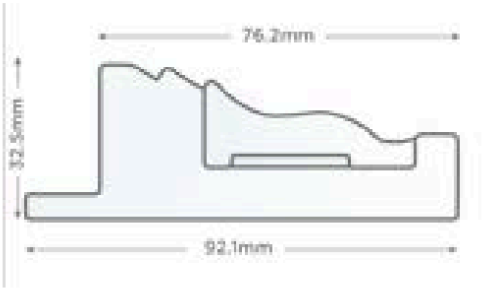
DEEP BULLNOSE Z



38mm

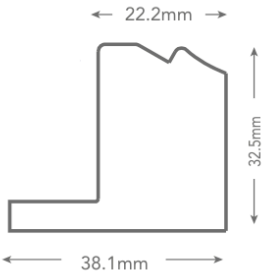
Please note: the Deep Bullnose Z Frame uses the Deep Plain L Frame W/ Insert for the sill plate

RIDGE DECO FRAME



76mm

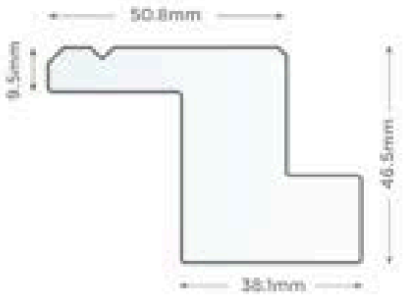
RIDGE DECO SILL PLATE



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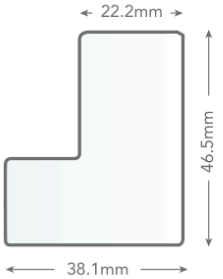
Framing Styles

SERRATE Z FRAME



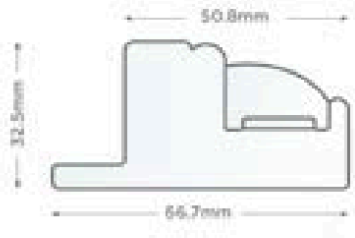
50mm

SERRATE Z SILL PLATE



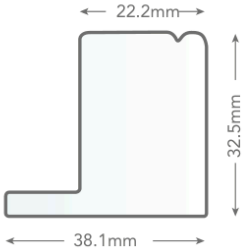
46mm

CAMBER DECO FRAME



50mm

CAMBER DECO SILL PLATE

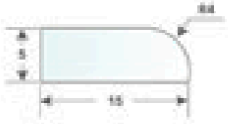


COVER STRIP*



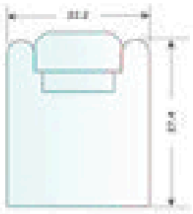
25mm

COVER STRIP*



15m

VINTAGE HANG STRIP



22mm

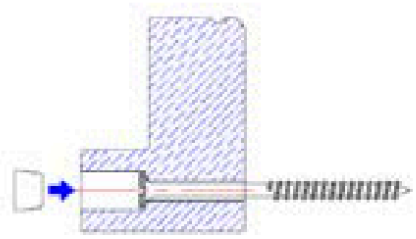
* Cover strips are made in wood.

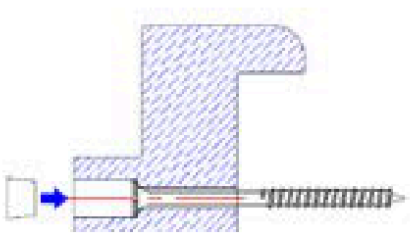
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Framing Styles CONTINUED

Pre-Drill L Frames (Inside Mount Only) or Z Frames

Please note that the predrilled hole and the plug will not be a 100% complete fit, but that would not affect the performance of the screw. Shutters can't be remade solely because of this issue.

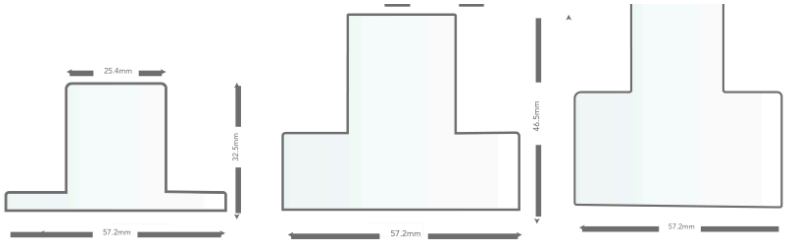




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T-Posts

T-Post

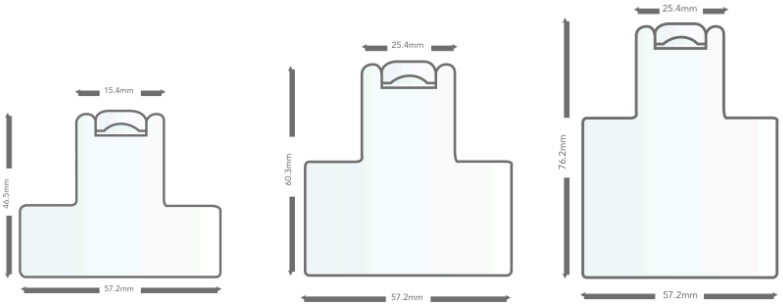


Chamfer T Post (Deco) | Chamfer T Post (L/Z/ | Chamfer T Post 60mm

NB. Please note that horizontal T Posts over 1219mm are not covered by warranty.

NB. When ordering the panel configuration with a vertical T-post and only some of the panels have a top frame or a bottom frame, the T-post will extend to the top frame or bottom frame OD size by default.

T-Post W/Insert



46mm | 60mm | 76mm

NB. Please note that horizontal T-Posts over 1219mm are not covered by warranty.

Only vertical T Posts are adjustable.

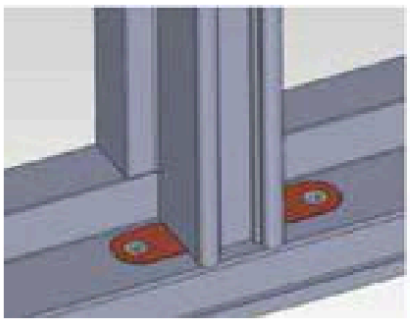
When the customer requires all or some frames, there will be no predrilled hole by default.

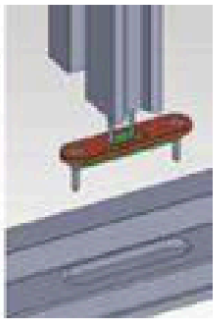
T-post's with insert will be predrilled as default.

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T-Posts CONTINUED

T-Post Connector





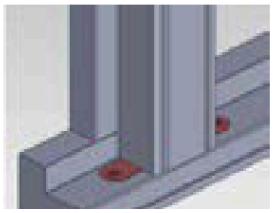
T-Post connectors are available for Antigua, Bermuda, Cuba, Java, Fiji and Samoa.

Available colors: Pure White, White, Pearl, Bisque, Black and Nickel-Plated.

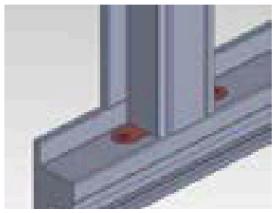
Avaialble for 25mm and 44mm face width T-Posts.

T-Post connectors can be used with the following frames and posts:

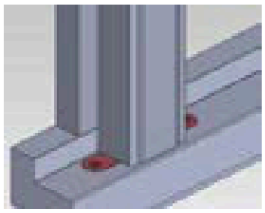
L FRAME



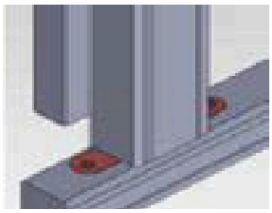
DECO FRAME



Z FRAME



HANG STRIP (BESIDE)

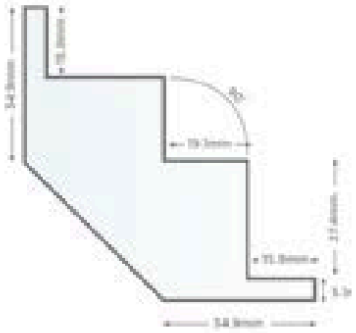


1. For Hang Strip, some special shape shutters and Horizontal T-Posts, the connector fixing is not supplied and T-Post will be installed by screws and dowels instead.
2. If there is a barrel bolt or sleeve & base plate (Java) which may interfere with the T-Post connector, all the T-Posts for the entire shutter will be installed with screws and the frames will be pre-drilled.
3. The screw colour will match with that of the T-Post connector colour, except Java which will be stainless steel screws.

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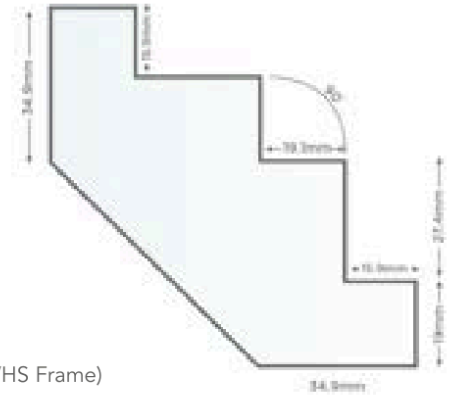
Corner & Bay Posts

Corner Post



(Deco Frame)

32mm



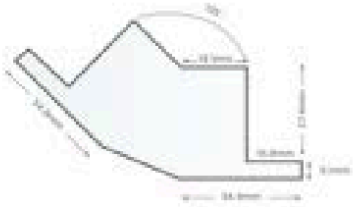
(L/Z/HS Frame)

46mm

Bay Posts

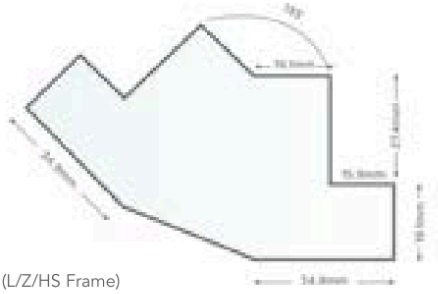
Additional custom angles are also available in all materials.

135° angle



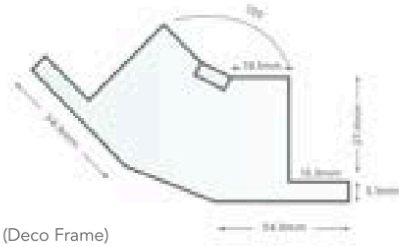
(Deco Frame)

32mm



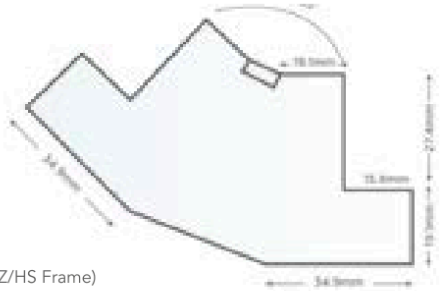
(L/Z/HS Frame)

46mm



(Deco Frame)

32mm with insert



(L/Z/HS Frame)

46mm with insert

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Corner & Bay Posts CONTINUED

Frames split when the frames length exceed the below limitation.

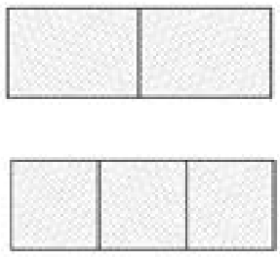
When frame lengths (including shutter frames, batten, fascia, header and tracks for track system) exceed the below limitation, then the frames will be split as the below chart describes. Please review the chart for reference.

SHIPPING METHOD	PROGRAM	FRAME LENGTH (L) (MM)
Standard shipping	all programs	3630<L≤7260 (2 sections)/ L>7260 (3 sections)
Airfreight	all programs	3048<L≤6096 (2 sections)/ 6096<L≤9144 (3 sections)

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Battens

Battens can be butt-jointed as per the drawings below:



Battens and Panels identification: The S:CRAFT order number will be stamped on the bottom of each panel and one end of each corresponding batten to identify which one belongs to which item.

Standard sizes:

Stock Battens are available in the following sizes in all materials

MADE OF WOOD	COATED WITH PP
2.5mm x 27mm	25mm x 30mm
3mm x 15mm	25mm x 40mm
3mm x 20mm	5mm x 38mm
3mm x 30mm	10mm x 38mm
3mm x 60mm	15mm x 38mm
5mm x 45mm	20mm x 38mm
5mm x 63.5mm	20mm x 38mm
30mm x 40mm	30mm x 38mm
40mm x 40mm	35mm x 38mm
	40mm x 38mm

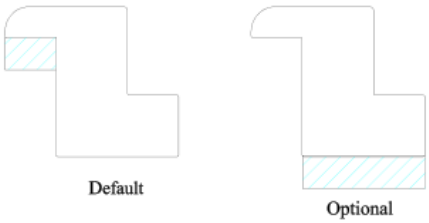
For batten width less than or equal to 3mm, there will be no warranty if the batten depth is over 100mm; For batten width over 3mm, there will be no warranty if the batten depth is over 200mm.

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Battens CONTINUED

Build-out (Extension)

1. For L/Z/Deco/Hang Strip Frame including T-Post, we will pre-attach the build-out of which the thickness is less than 50.8mm (including 50.8mm) by default;
2. For L/Z/Deco/Hang Strip Frame including T-Post, when build-out is over 50.8mm, we will supply build-out loose with holes pre-drilled; also note that for frame not able to pre-drill holes, such as Beaded L Frame, we will supply build-out loose without holes pre-drilled, either.
3. For all frames, we will add build-out per the order form. E.g., if the frame type is 76mm L Frame, and build-out is 10mm, we will use 76mm L Frame added with 10mm build-out instead of changing the frame type to 50mm L Frame added with 36mm build-out. For bay/corner Post, we will supply build-out in every size pre-attached by default.
4. Extension for Z Frame: If you want the buildout to be added to the bottom of Z frame like the drawing below on the right, please ALWAYS specify in the special notes of the order form, "Add buildout on back of frame". The DEFAULT BUILDOUT will be the left drawing.

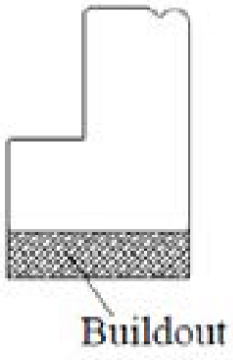


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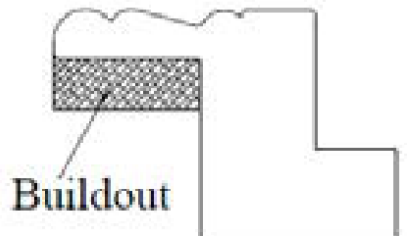
Buildout

The default position for L/Z/Deco/Hang Strip frame with buildout are as follows:

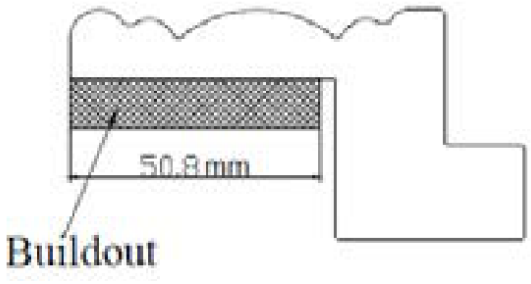
1. L Frame with buildout, the default position is the back of the frame. Please see Beaded L frame 46mm as an example:



2. For the Z Frame with buildout, the default position is the back lip of the frame. Please see examples below:



Tiara Z Frame 50mm

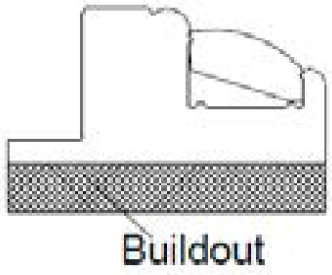


Crown Z Frame 76mm

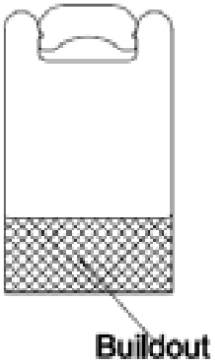
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Buildout CONTINUED

3. For the Deco Frame with buildout, the default is to have a full buildout positioned at the back of the frame. Please see example below of the Camber Deco Frame 50mm:



4, For the Hang Strip with Insert (beside the panel), the default is the back of the frame, as shown below on the 22mm Hang Strip with Insert:



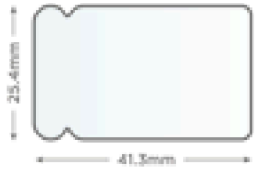
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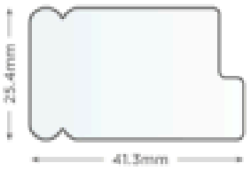
4. Panel Details

Stiles

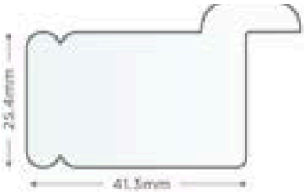
BEADED



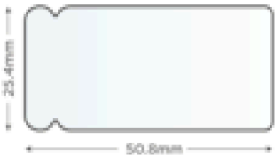
41.3mm Butt Stile



41.3mm Rebate Stile



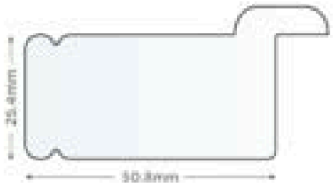
41.3mm D-Mould Stile



50.8mm Butt Stile



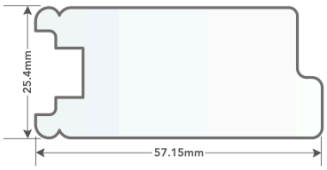
50.8mm Rebate Stile



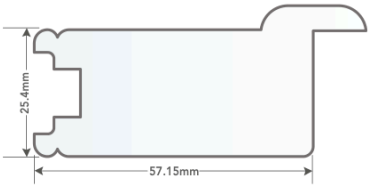
50.8mm D-Mould Stile



57mm Butt Stile



57mm Rebate Stile

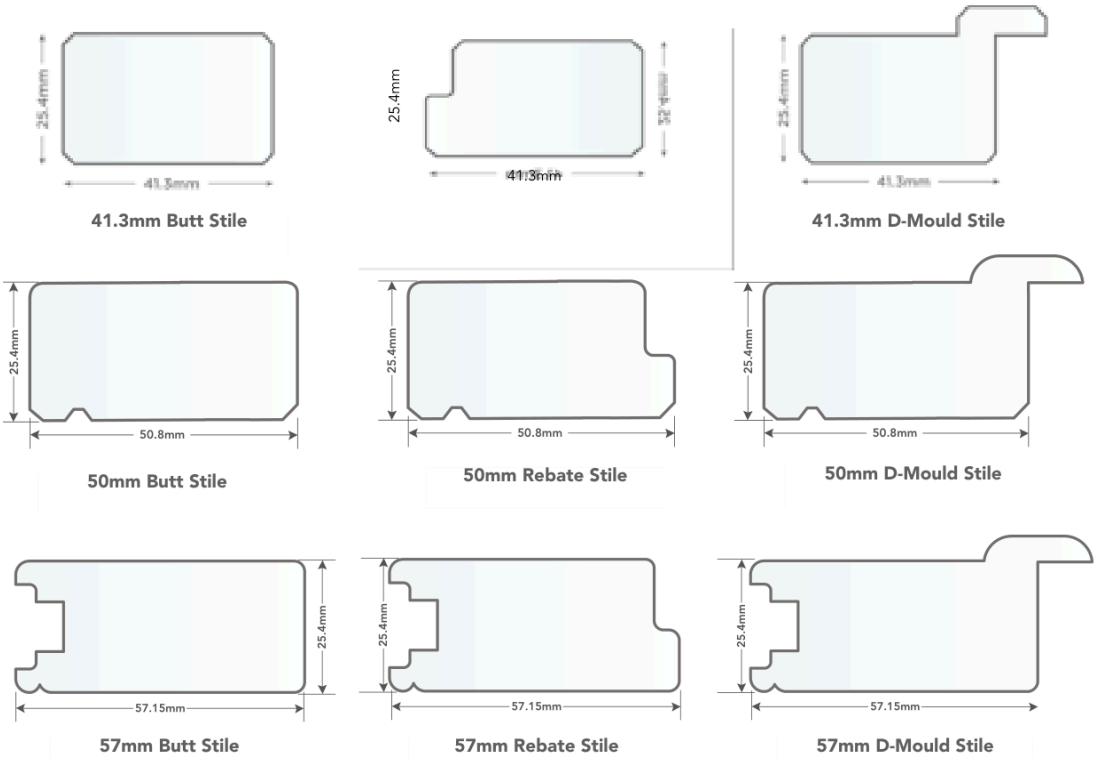


57mm D-Mould Stile

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Stiles CONTINUED

FLAT



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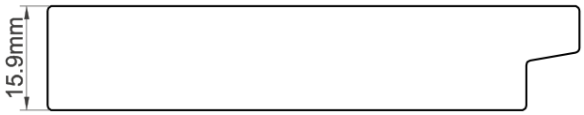
Rails

The factory will decide the size, unless otherwise specified in the notes section on order form. The top and bottom rail will be the same size if there is no divider rail. If you need different size rails, please specify.

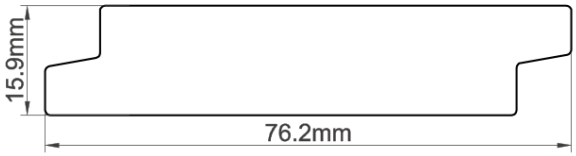
We suggest ordering shutters for the same customer at the same time, so that the rail sizes will match.

Please note the standard top/bottom rail sizes should be within 69.85mm~165.1mm.

For regular shutters, the step for the rail size is 3.175mm.



Divider rail:
Standard divider rail is 76.2mm



Standard Mid-Rails

The standard Mid-Rail size is 76.2mm high. Different mid-rail sizes are not available in Bermuda.

If the panel height is greater than 1981mm one or more mid-rails are required. If the height from the centre of the mid-rail to the top of the top rail or bottom of the bottom rail is 1981mm or more, then another mid-rail is required. Mid-rail positions should be specified at time of ordering. If the order specifies that a mid-rail is not required then all warranties on the order are automatically waived.

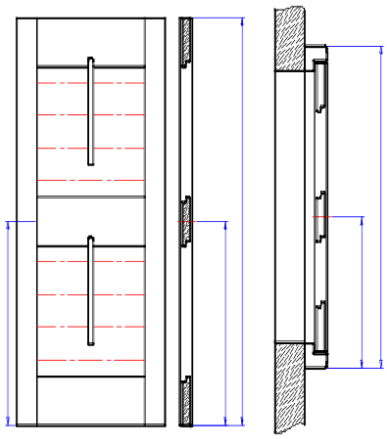
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Rails CONTINUED

Mid-Rail continued

Specified rail position is taken from the base of the shutter set to the centre point of the rail, except for solid based which is from the bottom to the top of the mid-rail.

The centre rail can deviate by + or – by the amount of millimetres shown below. If the mid-rail is to be exact with no deviation then this must be noted on the order card under the notes when placing the order.



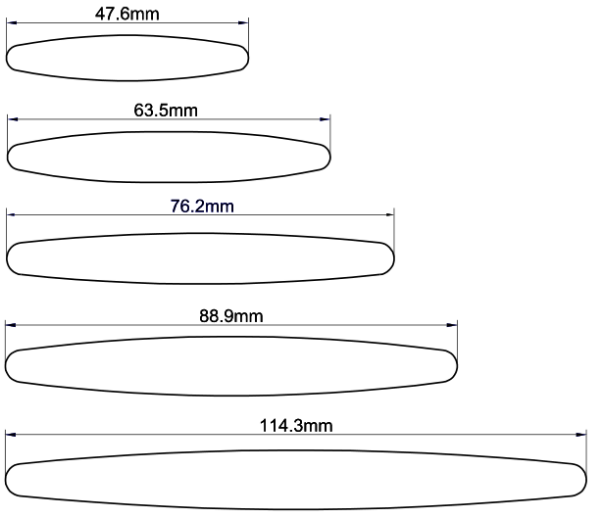
LOUVRE SIZE	ALLOWABLE +/- DEVIATION
47mm	19mm
64mm	25mm
76mm	31mm
89mm	38mm
114mm	51mm

Top & Bottom Rail Sizes

		TOP & BOT. RAIL MAXIMUM SIZE			
PANEL HEIGHT	TOP & BOTTOM. RAIL MINIMUM SIZE	47MM LOUVRE	63MM LOUVRE	89MM LOUVRE	114MM LOUVRE
254mm~= 508mm	69.85mm	104.775mm	117.475mm	127mm	152.4mm
508mm~= 1143mm	76.2mm	104.775mm	117.475mm	127mm	152.4mm
1143mm~1625.6mm	85.725mm	165.1mm	165.1mm	165.1mm	165.1mm
1625.6mm=~=1981.2mm	92.075mm	165.1mm	165.1mm	165.1mm	165.1mm
>1981.2mm	111.125mm	165.1mm	165.1mm	165.1mm	165.1mm

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Louvres

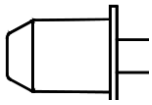


Bermuda louvres are unique and designed like an aircraft wing's, our ABS louvres are strong, rigid and lightweight. Multiple sandings and paint sequences yield an impeccable high-end finish.



Louvre Pin

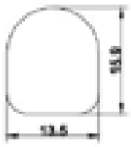
Louvre pins are used to ensure louvre tension. In addition a tension screw is inserted into one louvre in the panel. This is the same for all louvre sizes. Access holes are drilled in the in the stile for each panel to allow the tightening or loosening of the tension screw, to adjust the louvre tension. Please note therefore additional holes will be visible in the stiles.



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Tilt Rods

STANDARD TILT ROD



SILENT TILT ROD

Silent Tilt rods are integrated into the stile and are not visible. Silent tilt rods are available in 63mm, 76mm, 89mm and 114mm louvres (not 47mm).

The Silent Tilt rod will automatically be split into 2 parts when the number of louvres connected to the silent tilt rod exceeds the following limits shown in the table opposite.

LOUVRE SIZE	MAXIMUM NUMBER OF LOUVRES	PANEL HEIGHT RANGE
63mm	24	1390.6 – 1549.4mm
76mm	19	1377.9 – 1536.7mm
89mm	16	1390.6 – 1549.4mm
114mm	12	1390.6– 1549.4mm

If the louvre quantity exceeds the above limit, the gear tilt control will be equally split into halves. If the louvre quantity is odd the bottom section will have one more louvres than the top section. If the panel has a divider rail, and the louvre quantity above divider rail or below divider rail exceeds the above limit, split tilt rods are also required.

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Offset Tilt Rods

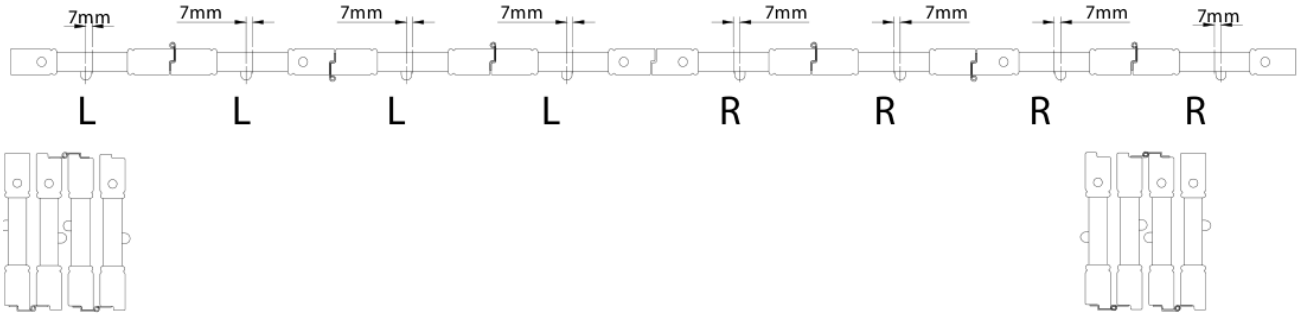
Offset Tilt Rods

Offset tilt rods can be ordered. The standard offset is 25mm from the centre of the tilt rod to the end of louvre on hinge side. If a different offset is required please specify the position from the centre of the tilt rod to the end of the louvre on the hinge side in the short notes on the order form.

The centre of the tilt rod will be 25mm from louvre end on hinge side of the panel. For Fixed panels, the offset tilt rods will be positioned on the left side for all panels. For special shaped panels, the offset tilt rods will be on the higher side of the stile.

Offset Tilt Rod for Multi-Fold Shutters

Multi-fold panels will be made with the tilt rod offset from the centre to enable panels to be folded flat without tilt rods obstructing one another. The standard offset for the tilt rod is 7mm from the centre, i.e. tilt rod will be 7mm to the left of centre for left panels, and 7mm to the right of centre for right panels. Rebates between panels are made right over left. Bi-Fold panels (LR or LLRR) do not require offset tilt rods.



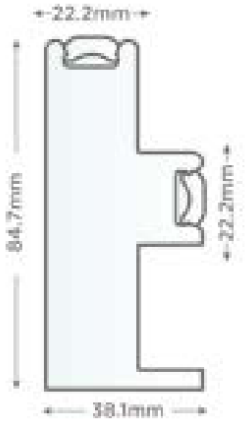
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05

5. Room Darkening Shutter & Shade

Room Darkening Blind Option

DOUBLE INSERT F FRAME



Double Insert F Frame 84mm

*NOTE: When you order Room Darkening blinds and the frame has a T post please note the defaulted specification below:

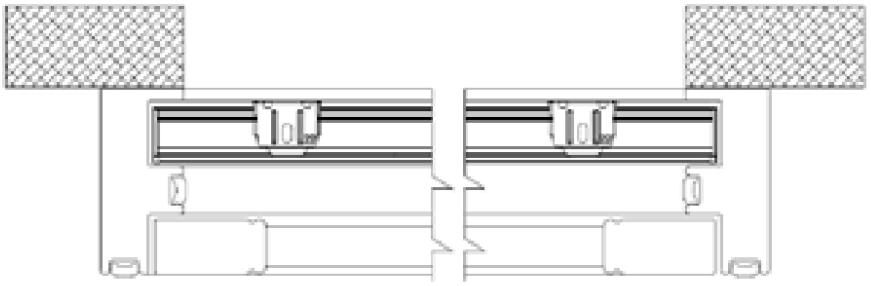
- If there is no build out with T post, then the Room Darkening blind will be defaulted to one blind sitting behind the T post.
- If there is build out with T post then the Room Darkening blind will be split according to the T post.
- For Double Insert F Frame 84mm, holes for screws will be predrilled. For inside mount, 63.5mm will be supplied and screw hole predrilled under the side insert. For outside mount, 76.2mm screw will be supplied and screw hole predrilled under the front insert. For orders not specified the mount type, no screw holes will be predrilled but 76mm screw will be supplied.

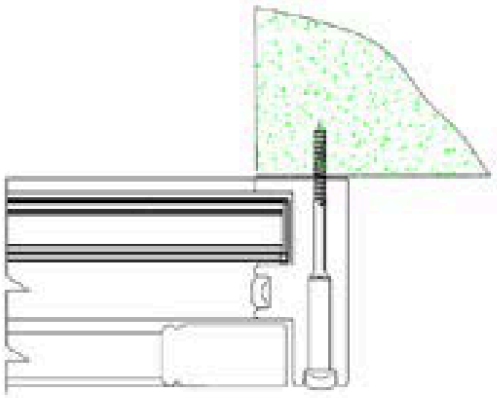
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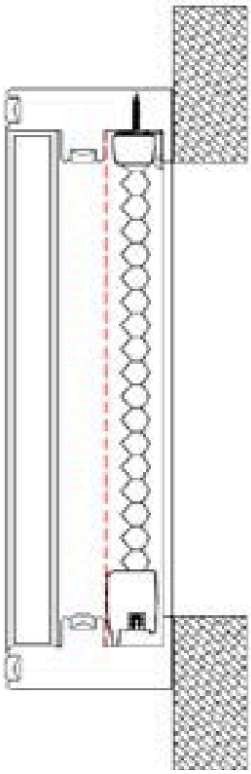
Room Darkening CONTINUED

2. Frame mounting:

OUTSIDE MOUNT
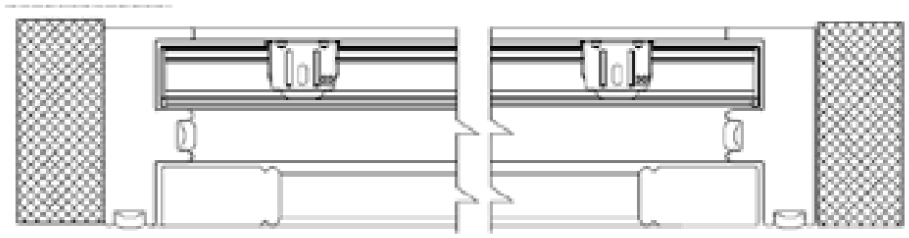






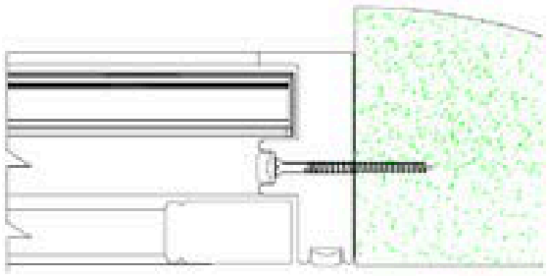
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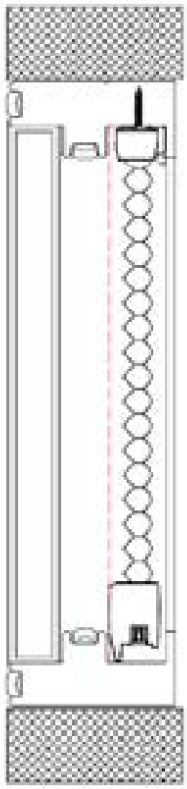
Room Darkening CONTINUED

Inside Mount

Will require a minimum depth clearance 30mm. If it is a bay window inside mount, the top and bottom cover strips will be cut flush on both ends, their length = each section frame outer dimension + 50mm







3. Number of frames:

3 sided (top,left & right) and 4 sided.

4. Available shutters:

All rectangular shutters only.

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Room Darkening CONTINUED

5. Available cellular shade:

25mm Single Cell, Fabric type: Room Darkening

- System: Smartfit Bottom Up (cordless)

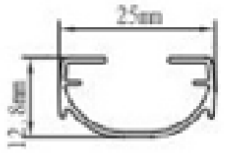
6. Size limit:

	MIN. SIZE	MAX. SIZE	MAX. AREA
Width	220mm	1800mm	4.3m²
Drop	150mm	2438mm	4.3m²

* The above chart does not mean that a shade can be ordered in maximum width and maximum height.

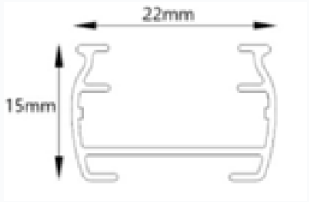
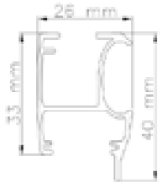
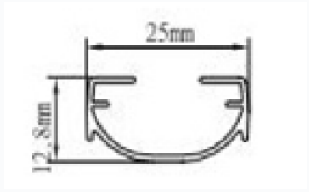
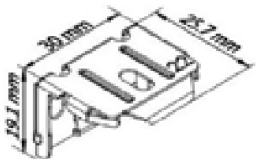
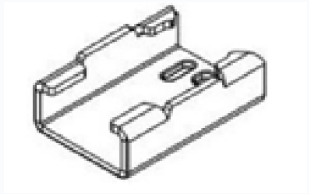
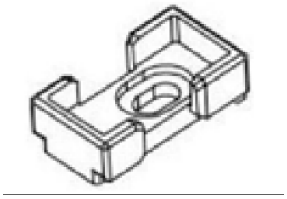
* The shade width and drop must be within the size limitations above and not exceed max area.

Please note. For widths over 1800mm the shade will be corded. The bracket, and headrail dimensions are the same as cordless, but the bottom rail for corded will be as per the image shown below



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Main Components for Smartfit Bottom Up Shade

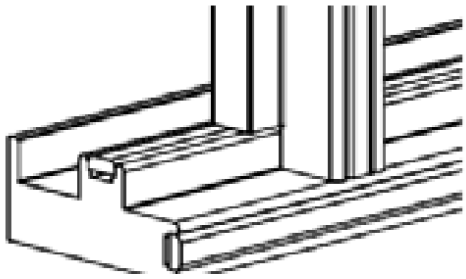
ITEM	DRAWING	NOTES
Headrail		
Bottom Rail - Cordless		No Handle
Bottom Rail - Corded (for widths over 1800mm)		No Handle
Installation Bracket		
Cord Equalizer Housing Cover		
Cord Equalizer House Base		Clear Plastic
Fiberglass Pole		Length 762mm Black One provided with each order as standard (not each shutter & shade blind)

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Room Darkening CONTINUED

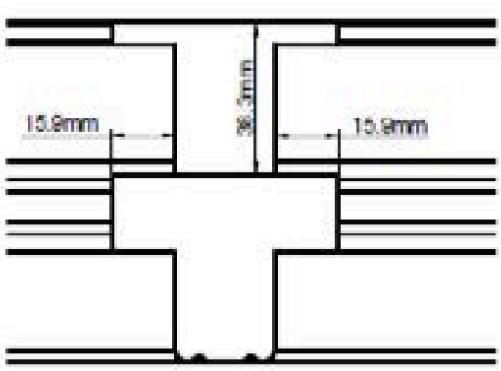
If there is a T-Post, Corner/ Bay post, it will be made as below:

1. If the shade behind is for one whole piece, the post and frame will be jointed as picture below:



Double Insert F Frame
84mm

2. If the shade behind is divided into several pieces by the T-Post , Corner/ Bay post, then T-post, Corner/ Bay post need to add 38.3mm (Double Insert F frame 84mm) build out at back for the standard frame depth. See picture below:

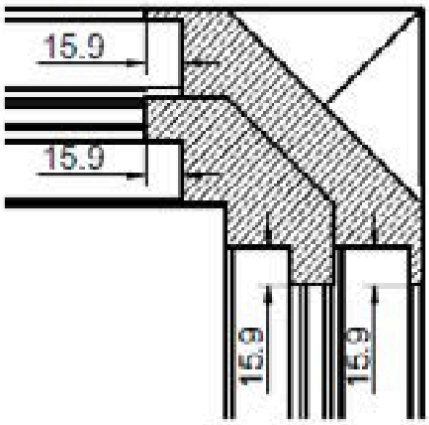


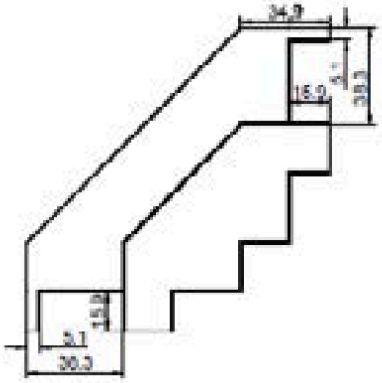
Double Insert F Frame
84mm

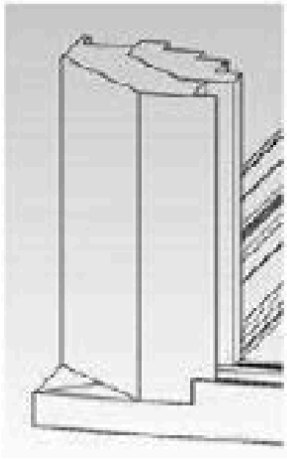
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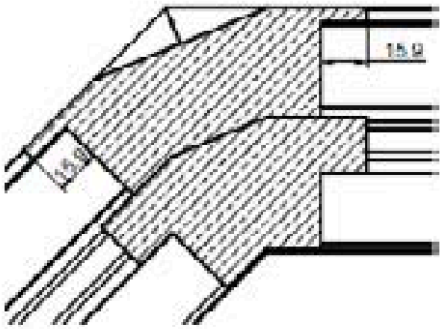
Room Darkening CONTINUED

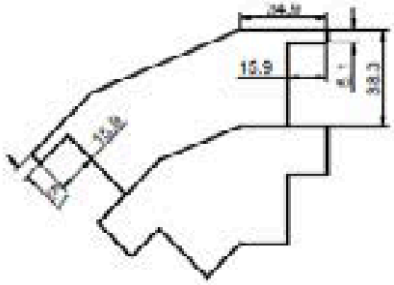
For Corner/ bay post, take Double Insert F frame 84mm frame as example:

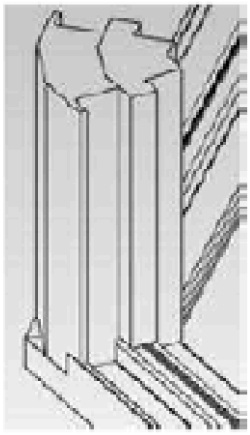




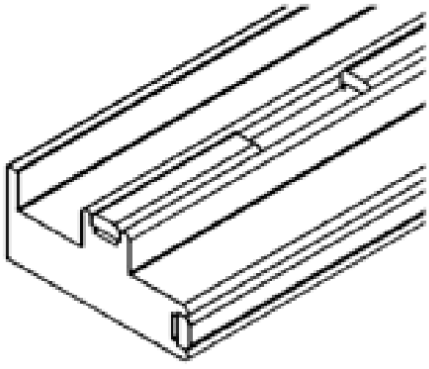


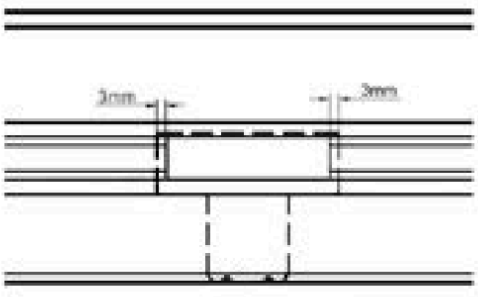






3. For Double Insert Frame 84mm with T-Post , the insert for the Double Insert F Frame 84mm will be cut at the bottom of the posts and there is a 3mm overlap between insert and post. See picture below:





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Room Darkening Blind Colours (25mm Pleat)

Sand C4508



Mineral C4108



Desert C4504



Indigo C4704



Primrose C4506



Fog Green C4601



Tamarind C4507



Slate C4104



Black Ink C4201



Terra C4102



Dusk C4105



Topaz C4705



Champagne C4111



Glacier White C4001



Infinity C4108



Ecru C4412



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Room Darkening Colour Coordination Chart

NO.	FABRIC	FABRIC COLOR CODE	FABRIC COLOR NAME	RAIL COLOR	END CAP	HEADRAIL TOP COVER	"SMARTFIT BOTTOM UP CORD COLOR"	INSTALLATION BRACKET COLOR/CORD EQUALIZER HOUSING COVER/
1	Room Darkening	C4508	Sand	3094 Cottage White	2094 Cottage White	2021 Cloud Cream	T001 White	3579 Nature
2	Room Darkening	C4504	Desert	3334 Terra	2334 Terra	2334 Terra	T001 White	3578 Sahara
3	Room Darkening	C4506	Primrose	3094 Cottage White	2094 Cottage White	2021 Cloud Cream	T001 White	3579 Nature
4	Room Darkening	C4507	Tamarind	3579 Nature	2579 Nature	2584 Moonbeam	T001 White	3579 Nature
5	Room Darkening	C4201	Black Ink	3212 Black Ink	2212 Black Ink	2208 Black	T201 Black	3212 Black Ink
6	Room Darkening	C4105	Dusk	3129 Silver	2129 Silver	2129 Silver	5107 Silver	3107 Silver
7	Room Darkening	C4103	Mineral	3129 Silver	2129 Silver	2129 Silver	5107 Silver	3107 Silver
8	Room Darkening	C4704	Indigo	3716 Indigo	2716 Indigo	2716 Indigo	T001 White	3716 Indigo
9	Room Darkening	C4601	Fog Green	3613 Celery	2613 Celery	2615 Fog Green	T001 White	3579 Nature
10	Room Darkening	C4104	Slate	3715 Agave	2715 Agave	2715 Agave	5107 Silver	3715 Agave
11	Room Darkening	C4102	Terra	3334 Terra	2334 Terra	2334 Terra	T001 White	3578 Sahara
12	Room Darkening	C4705	Topaz	3722 Sky	2722 Sky	2722 Sky	T001 White	3722 Sky
13	Room Darkening	C4001	Glacier White	3058 White	2058 White	2052 Day Light	T001 White	3058 White
14	Room Darkening	C4108	Infinity	3716 Indigo	2716 Indigo	2716 Indigo	T001 White	3716 Indigo
15	Room Darkening	C4412	Ecru	3579 Nature	2579 Nature	2584 Moonbeam	T001 White	3579 Nature
16	Room Darkening	C4111	Champagne	3579 Nature	2579 Nature	2584 Moonbeam	T001 White	3579 Nature

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06

6. Hardware

Hinges:
Rebate or Self-Mortice hinges are provided depending on the configuration. They are pre-mounted on panels and frames by two screws in the slotted holes. The screw for the third rest hole should be installed at installation. The hinge pins are removable.

> **HINGE COLOURS**
>
> Antique Brass, Bisque, Black, Bright Brass, Brown Grey, Brushed Nickel-Plated, Crisp Linen, Nickel-Plated, Pearl, Pure White, Sea Mist, Stainless Steel, Stone Grey, String, Taupe Grey, White

For the Bermuda program

PANEL HEIGHT	NO. OF HINGES
<=1219mm	2
1219mm~1981mm	3
1981mm~2438mm	4
2438mm~3048mm	5
>3048mm	6

Please Note:
Centre of hinge to top/bottom of panel is 76mm.

Magnets

Round magnets are pre-mounted on the panels and the catch is pre-mounted on the frame when the order is 'OD' type. An 'L magnet catch' is included in the hardware box when ordering 'OP' type.



Catchplate



Magnet

Handle Options

Handle A and B are available to order in Nickle Plated only. Please specify the handle you require along with the quantity on the notes section of your order card, they will not be pre installed but supplied loose in the hardware box. (Surcharge will apply).



Handle A



Handle B

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6. Hardware CONTINUED

Hoffman Keys

These are supplied and are used to join frame corners together.



L Shape Magnet Catch

When ordering a 3 sided frame with the gap more than 2.5mm ordering OP OR, an L shape magnet catch will be supplied.



Panel Feet

Panel feet are mounted on the bottom of panels when ordering 'OD' type and are included in the hardware box.



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Side Magnets

This option is available in the order card and when selected we will add a magnet situated to the side of stile (1). It can be selected where a Left and Right panel meet where there is no lightblock or bottom frame to secure the panels. The magnets will act to keep the panels together (2). Please note that the side magnet is not available if a rebate stile has been selected.



(1) Magnet shown in side of stile



(2) Magnet keeping panels together

The side magnet can be selected where you have:

a) Door shutters that require bottom clearance.

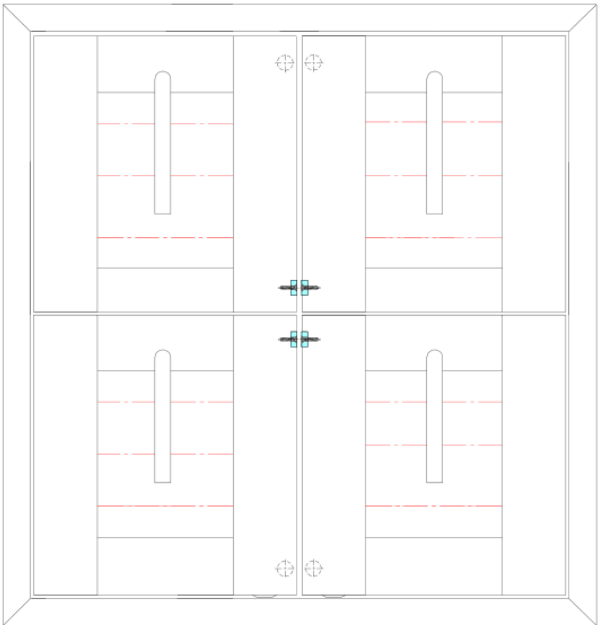
b) Tier on Tier shutters without horizontal T post. The side magnet will be installed on the top of the bottom tier and the bottom of the top tier (3).

c) Café style shutters with upside down goal post frame (4).

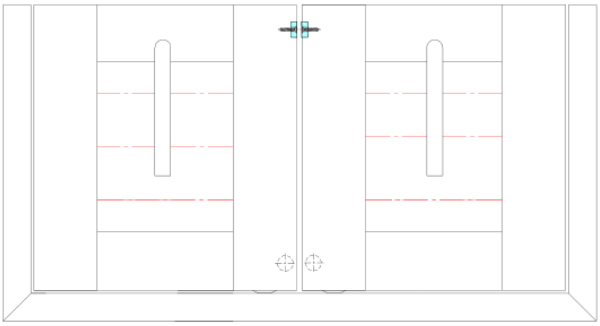
d) Window that do not have a light block or bottom frame (5).

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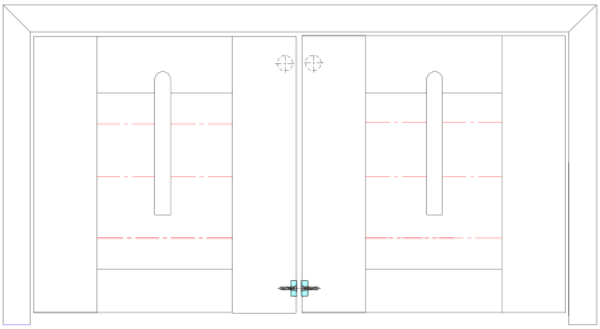
Side Magnets CONTINUED



(3) Double Hung shutter without horizontal T post



(4) Café Shutter

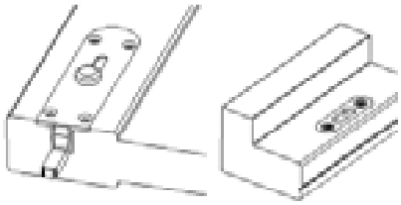


(5) No frame or light block on either top or bottom

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Bolts & Ring Pull







1. Barrel Bolt

Can be used for hinged shutter and Bi-fold track shutter to fit for panels. Based on the size of the bolt, 41.3mm stile cannot be used for this product.

Colours available are Brushed Nickel, Pure White, Pearl, and Black

2. Ring Pull

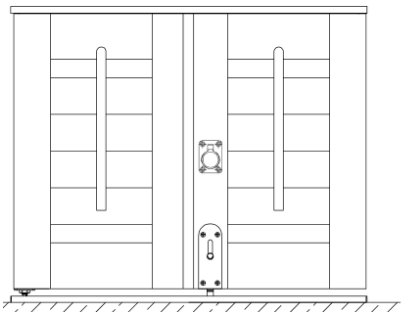
Can be used for hinged shutter and track shutter. Based on the size of the ring pull, 41.3mm stile cannot be used for this product. The location of the ring pull, refer to the bolt location.

Colours available are Brushed Nickel, White, Pearl, Black, Bisque, Antique Brass, and Bright Brass.

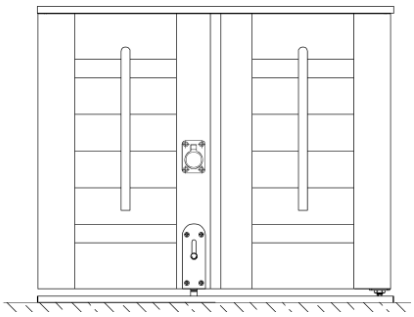
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Ring Pull & Barrel Bolt

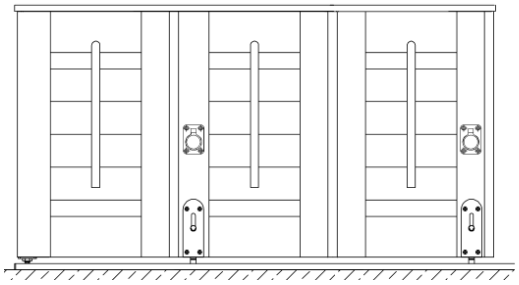
LL



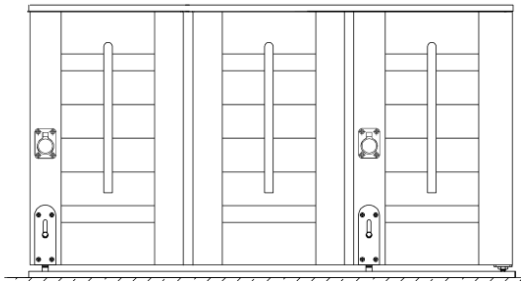
RR



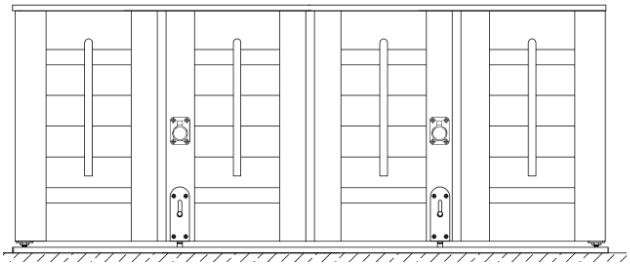
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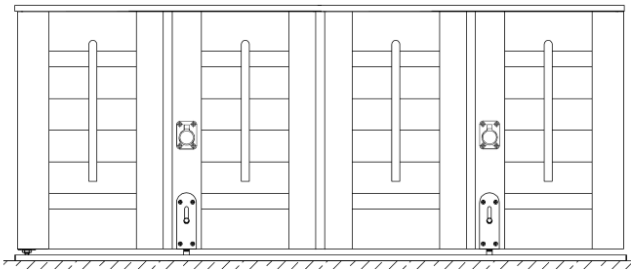
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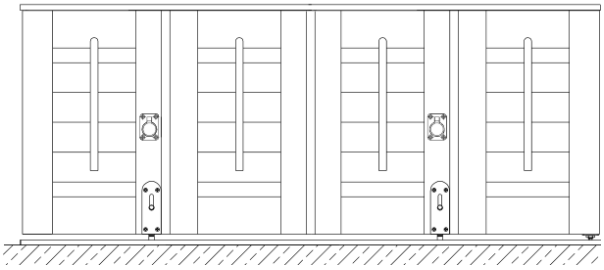
LLRR



LLLL



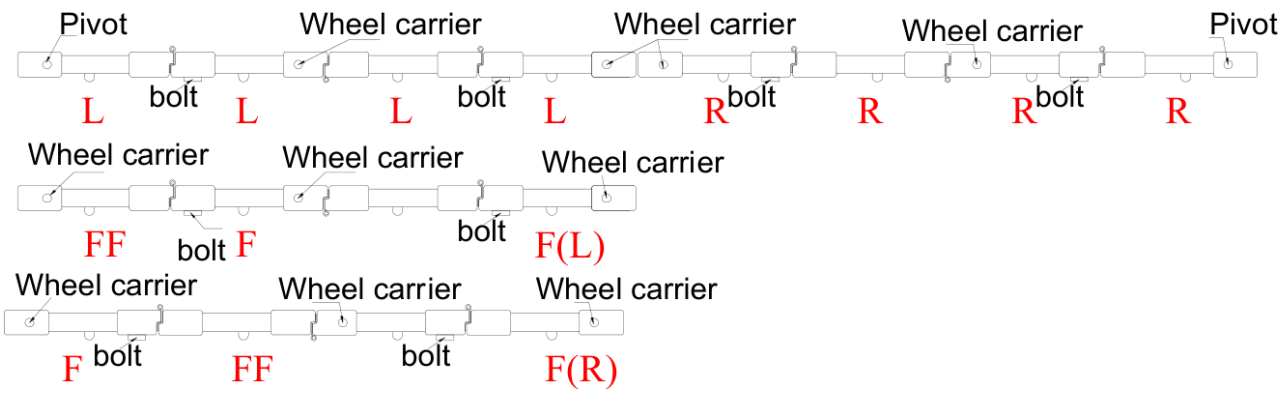
RRRR



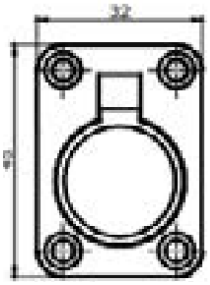
The bolt location for both track system shutters and regular shutters would be the same. The general principle is that the bolt position will avoid the stile which will install the spring-loaded guide at bottom (same stile as the Wheel carrier).

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Ring Pull & Barrel Bolt CONTINUED



Ring pull: for easy opening and closing (Not available for 41.3mm stiles)



Ring Pull and Barrel Bolt:

Customer needs to specify ring pull location on the order form. Ring pull location principle for Floating Panels: (same as the location of 90° Bifold Track)

1. When floating panel config is in pairs, it will be split into halves, the left will be for LL and the right will be for RR. So the ring pull location for FF/FF, FF/FF/FF/FF will be same as that of panel config as LL/RR, LL/LL/RR/RR.
2. When floating panel config is FF, the ring pull location will be same as that of panel config LL.
3. When floating panel config is singular, it will be split into 3 sections, the left and mid sections are for LL and the right section is for RR. So the ring pull location for FF/FF/FF, FF/FF/FF/FF/FF will be same as that of LL/LL/RR, LL/LL/LL/RR/RR.

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Ring Pull & Barrel Bolt CONTINUED

Please note the ring pull finish will match with the hinge finish.

Please see the matching chart below:

HINGE	Pure White	White	Bisque	Pearl	Black	Nickel Plated	Antique Brass	Bright Brass	Stainless Steel
RING PULL	White	White	Bisque	Pearl	Black	Brushed Nickel	Antique Brass	Bright Brass	Brushed Nickel

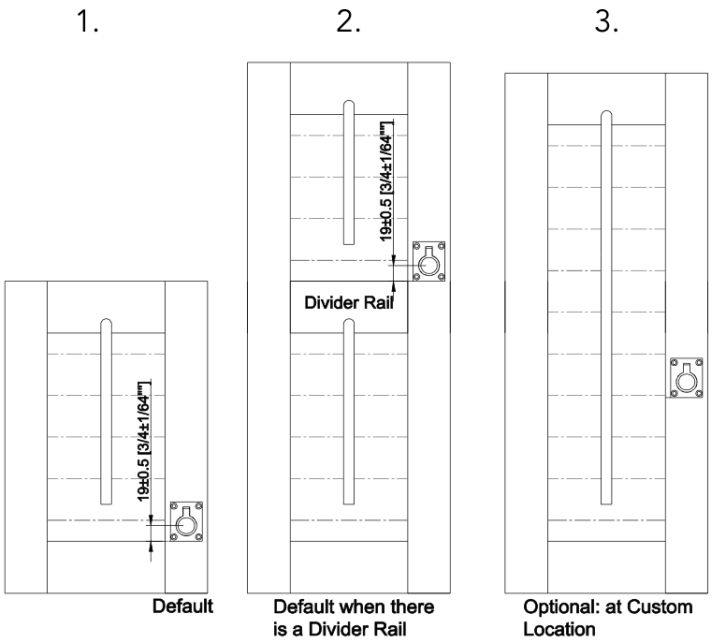
HINGE	Crisp Linen	String	Sea Mist	Stone Grey	Brown Grey	Taupe Grey
RING PULL	Bisque	Bisque	Brushed Nickel	Brushed Nickel	Brushed Nickel	Brushed Nickel

Position: For different panel configuration, please refer to the location of bolt to show on which stile the pull will be fixed.

Please refer to colour coordination chart on page 5 for hinge colours available in the Antigua range

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Ring Pull & Barrel Bolt Position



Position:

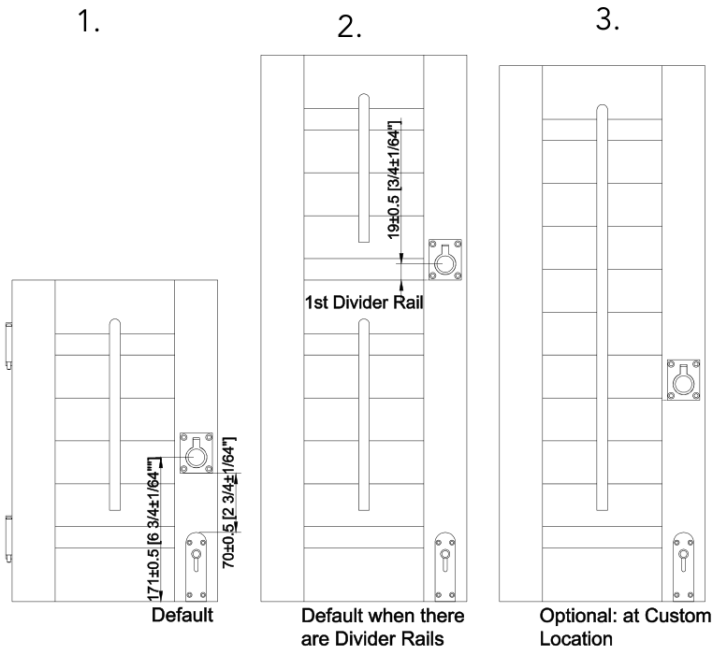
1. Above Bottom Rail (Default)
2. Above 1st Divider Rail (Default when there are Divider Rails)
3. Custom Location

If both bolt & ring pull are specified, the distance between them is 2 3/4"(70mm), and the ring pull location is 6 3/4"(170mm) from the bottom of panel.

When there is no mid rail, ring pull will be just on the top of Bolt (2 3/4" /70mm above bolt) as default location; if there are mid rails, bottom of ring pull lines up with top of the 1st mid rail as default location.

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Ring Pull & Barrel Bolt Position CONTINUED



Position:

1. 2 3/4"(70mm) Above bolt (Default when both Ring Pull and bolt are specified)
2. Above 1st Divider Rail (Default when there are Divider Rails)
3. Custom Location

Measurements:

Window size: Measure from the bottom of the window to the centre of the ring pull

Max frame-to-frame: Measure from the bottom of the frame to the centre of the ring pull

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Panel Configurations

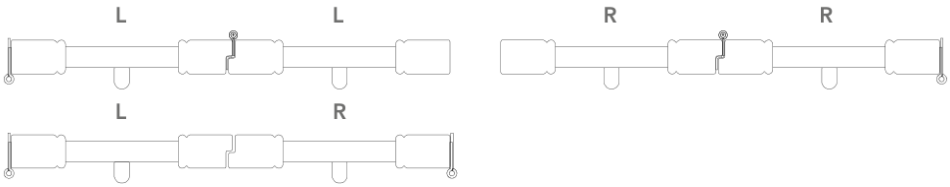
If you order shutters in OVERALL PANEL SIZE & OD OF FRAME, panel configuration is required.
Please specify if the stile type required is Rebate or D-Mould.
Please note Bermuda is supplied with a flat stile.

1 PANEL: L/R



2 PANELS: LL/RR/LR

A) Rebate stile

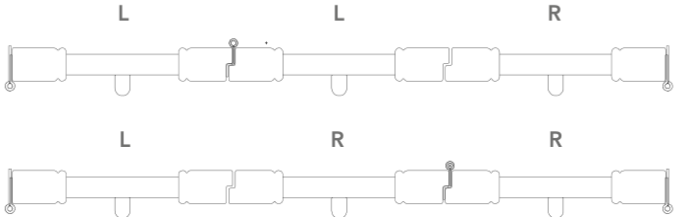


B) D-Mould stile

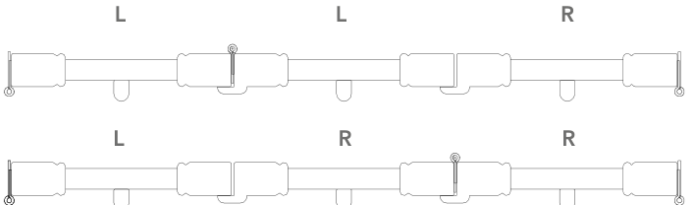


3 PANELS: LLR/LRR

A) Rebate stile



B) D-Mould stile

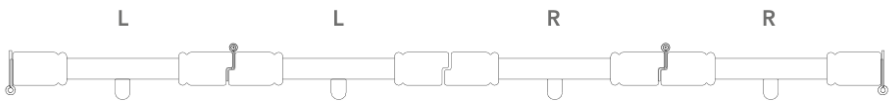


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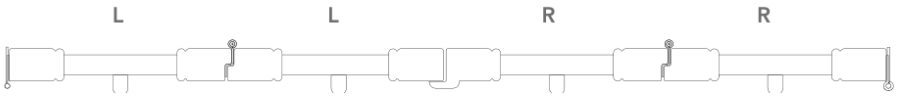
Panel Configurations CONTINUED

4 PANELS: LLRR

A) Rebate stile

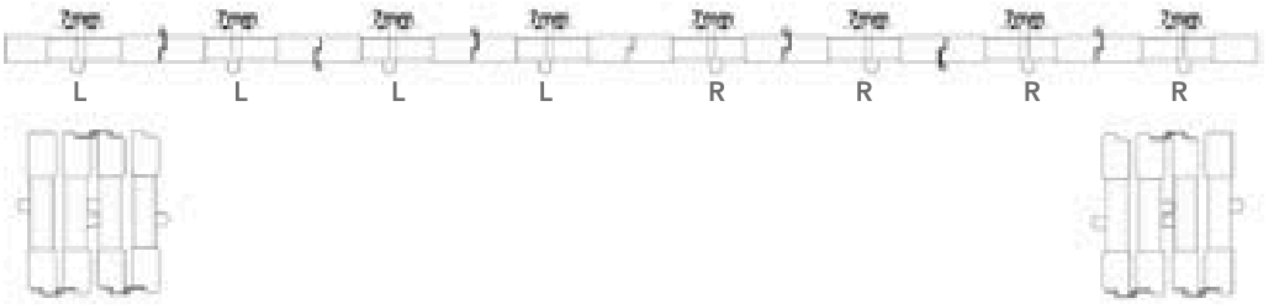


B) D-Mould stile



Offset tilt rod for multi-fold shutters

For multi-fold panels, we will place the tilt rod offset from the centre. By doing so, panels can be folded flat without tilt rods obstructing each other. The standard offset for the tilt rod is 7mm from the centre, i.e. tilt rod will be 7mm to the left from the centre for the left panels, and 7mm to the right from the centre for the right panels. Besides, the Rebate is made with right panels over left ones for both the panels folded to left and to right.



* For 2 panels (LL/RR) and 4 panels configuration (LLRR), there is no need to offset the tilt rod.

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Panel Size Limitations

PANEL STRUCTURE

The S:CRAFT shutter panel is made up of several parts. To help you understand the panel construction please see photograph.



	WIDTH			HEIGHT		
			MAXIMUM			
LOUVRE SIZE	MINIMUM	SINGLE HUNG	BI-FOLD HINGED SHUTTER/ MULTI-FOLD WITH TOP AND BOTTOM TRACK	MINIMUM	MAXIMUM	MID RAIL REQUIRED IF
47mm	152mm	610mm		250mm	3378mm	H>1981mm
63mm	152mm	915mm		250mm	3378mm	H>1981mm
76mm	152mm	915mm	610mm	250mm	3378mm	H>1981mm
89mm	152mm	915mm		250mm	3378mm	H>1981mm
114mm	152mm	915mm		250mm	3378mm	H>1981mm

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Panel Size Limitations CONTINUED

Please note:

914.4mm Maximum Single panel width for 76mm,89mm, 114mm louver:

- Widths up to 914.4mm (with 76mm, 89mm & 114mm louvers) will default to 1 panel.
- Panels >762mm~914.4mm (76mm, 89mm & 114mm louvers) will have a larger top and bottom rail size than panels that are less than 762mm wide.

The following limitations for widths over 762mm with 76mm, 89mm & 114mm louvres:

- Tier on Tier shutters must have a horizontal T post
- Shutters must be installed with a bottom support (such as doors without a bottom support or windows with a non-standard gap at the bottom of the panel, used as door etc. are not available)
- The stile must be 50.8mm or 57.15mm

Bermuda shutters do not have multi-fold option for hinged shutter or tracked shutter without bottom track.

If panel height is over 1879.6mm, a divider rail is required. And if the panel has a divider rail but the height from center of divider rail to top of the top rail or to bottom of bottom is still 1879.6mm, another divider rail is required. If you do not specify the divider rail location, we will hold the order to confirm if a divider rail is required. But if specify no divider rail, we will regard it as you have waived your warranty.

If single Panel width less than 228.6mm, to make sure that panel can open without hitting the frame or T-Post, we will automatically change the stile on non-hinged side to a Rebate one whatever stile type is ordered. (Not for Hang Strip Inside Mount).

For panel height over 2500mm, it is suggested using 50.8mm or 57mm stile that is wider rather than 41.3mm one due to structural concern.

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Shutters Used as Doors/ or No Bottom Support

Shutters used for Doors/Shutters without bottom supports may sag and deform, including the situations below:

1. Shutters with bottom gap over 2.54mm
2. Shutters with no frame or no existing sill at the bottom to support the panel (or shutter has bottom frame/existing sill, but the panel is frequently left in the open position without being supported)

In situations where shutters will be used for a door application, the partner must select “door” when completing their order.

Please note the specifications that will be applied by the factory:

(1) The factory will add extra hinges to support the panels(except all French door orders and track system orders).

(2) Bigger and Stronger Top and Bottom rail might be supplied. This will reduce the probability of the panels sagging and increase shutter intensity.

PANEL CONFIGURATION	
L,R,LR	LL, RR, LLRR
Manufactured with warranty waived	Must order it with track, we will not process it even with warranty waived

> N.B Parners will be responsible for any EDR costs where there has been a failure to notify S:CRAFT that the original shutter order was for a door application.

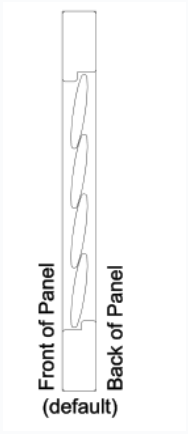
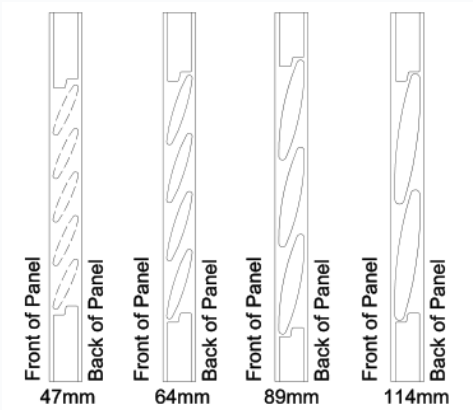
Panel Weight

PANEL WEIGHT		
MATERIAL	LOUVRE SIZE	WEIGHT (KG)/M²*
Bermuda	47mm	6.24
	63.5 mm	8.15
	76.2 mm	8.16
	88.9 mm	8.18
	114.3 mm	TBC

* Average Weight

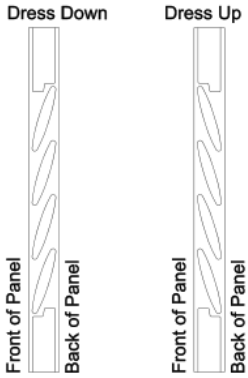
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Fixed Louvre Options

	FIXED CLOSED POSITION	FIXED OPEN POSITION
Available in two positions: closed or open at angle. Available in 5 louvre sizes, 47mm, 63mm, 76mm, 89mm, and 114mm		

The standard default orientation for Fixed louvres is Closed 'Dress Down' with the bottom edge of louvres to the front of the panel. 'Dress Up' option is also available if specified on the order form.

NB. Note that normal orientation for *adjustable louvres* when closed is in the 'Dress Up' state.



NB: Fixed louvres closed Dress Down and fixed louvres opened as Dress Down are not available for specialty shutters with the exception of French Door Cutout Type A, B, C, and D without fixed louvres.

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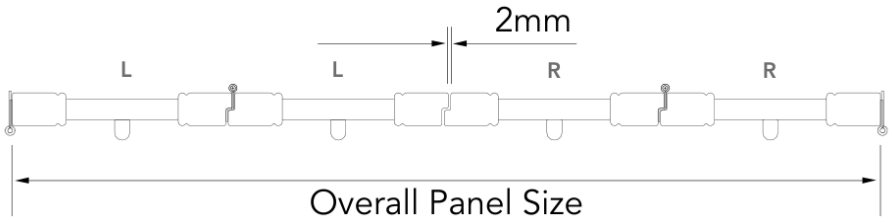
07

7. Sizing and Measuring

Order Size Definition

Overall Panel size (OP):

The size given is the overall panel size. The width does not include the hinge space from panel to batten on the left & right side, but does include the gap between panels, the standard gap is 2mm between panels and we will calculate the single panel width based on this measurement (see diagram below). The height given must be net panel height. We will pre-mount the hinges and the magnets and include panel feet and L shape magnet catches in a hardware box. The stile can be Rebate or D-mould, please specify in the relevant section of the order form.



OD of frame:

Size given is “Outside Dimension” of the shutter; we will pre-mount the hinges and the magnets (ball magnets), and will include all the necessary hardware in a hardware box. The stiles can be Rebate and D-Mould stile, please specify on the order form.

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7. Sizing and Measuring CONTINUED

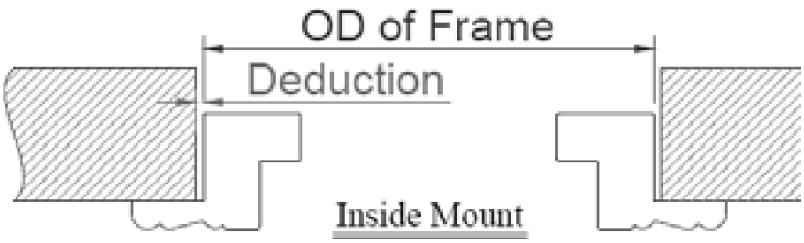


Camber Deco Frame 50mm: Can only be ordered as outside mount, the size given must be OD of frame size.



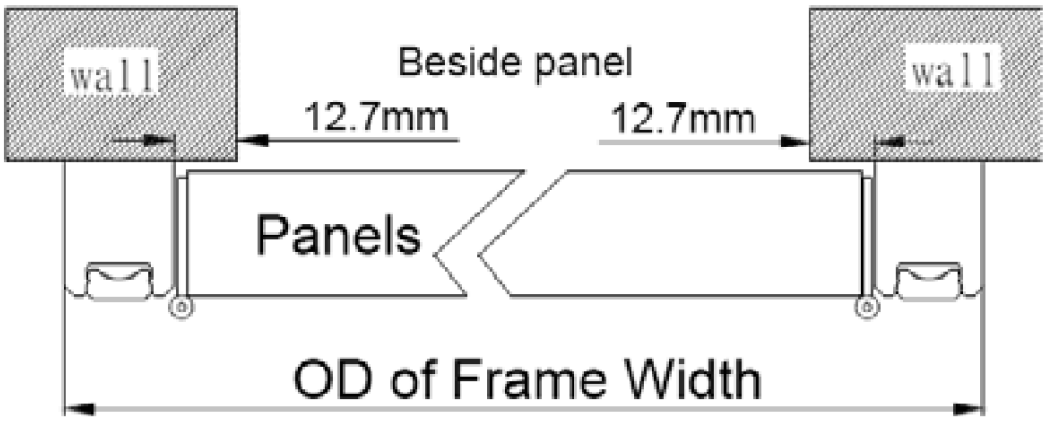


"L" frame: Can be ordered as inside mount and outside mount, size given must be OD of frame size.



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7. Sizing and Measuring CONTINUED



Tolerances

Width: The width of a shutter can be plus or minus 1.6mm from the order width.

Height: The height of a shutter can be plus or minus 1.6mm from the order height.

Mid Rail location: Mid Rail location may be off by half a louvre space. Measure from bottom of bottom frame to centre of Mid Rail if order OD of frame, and from bottom of panel to centre of Mid Rail if order net panel size or overall panel size.

- For 47mm louvre can be off by +/-19mm.
- For 63mm louvre can be off by +/-25mm.
- For 76mm louvre can be off by +/-31mm.
- For 89mm louvre can be off by +/-38mm.
- For 114 mm louvre can be off by +/-51mm.

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7. Sizing and Measuring CONTINUED

Split Tilt location: Split Tilt location may be off by half a louvre space. Measure from bottom of bottom frame to the top of closed louvre position if order OD of frame, and from bottom of panel to top of closed louvre if order net panel size or overall panel size.

- For 47mm louvre can be off by +/-19mm.
- For 63mm louvre can be off by +/-25mm.
- For 76mm louvre can be off by +/-31mm
- For 89mm louvre can be off by +/-38mm.
- For 114 mm louvre can be off by +/-51mm.

Mounting Type

Café style shutter: Please specify on the order form if the shutter is a café style. We will finish the top of the panels and one end of the battens.

If a café shutter is required with a 3 sided frame, it should be 3 sides inverted.

Tier on Tier*: The standard gap between the top tier and bottom tier is 2.5mm.

Full height: Regular shutters running the full height of a window.

> * **Please Note**: For Tier on Tier shutters, whenever an upper or lower panel is larger than 1981.2mm, the factory will add one extra hinge, the top and bottom rails may be made larger for additional strength, this will reduce the number of louvres by one as long as the rail sizes remain within spec.

Cleaning Recommendations

Use a clean, dry feather duster, cloth or vacuum with a brush attachment to gently remove dust and debris. To ensure thorough cleaning, wipe the louvres in the open and closed positions. Do not immerse the product in water or use abrasive chemical solvents. This may cause discolouration and the wood to warp. Ultrasonic cleaning is not recommended. For best results on Antigua shutters use a cotton cloth dampened with water. Polyester cloths tend to create static, which can attract dust.

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8. Warranty, Shutter and Shade

S:CRAFT honeycomb blinds on shutter and shade are backed by a warranty up to 3 years, starting from the delivery date of the order. The warranty covers original defects in material or workmanship, the following conditions apply:

COVERED	NOT COVERED
All internal hardware including components and brackets are covered depends on material type (for stainless steel: 3 years, for non-stainless steel: 2 years)	Any damage caused by unauthorised repairs,
Repairs / Remake will be only with like or similar parts or products	modified or improper installation, cleaning,
Fabric delamination	maintenance
Operational Cords: 3 years	Accidents, alterations, misuse, abuse to the
	product
	Exposure to elements (sun, wind, water/moisture), and fading or discolouration over time)
	Shipping charges, any removal and reinstallation related cost
	Any conditions caused by normal wear and tear

Fabric Disclaimers

Due to the nature of the weaving process, some imperfection in the weave is considered normal. Fabric appearance can vary based on the indoor light intensity. Railroaded fabrics may curl along the edge. This is not a defect and is considered normal. Due to variations in fabric and dye lots, colors or sheens may vary slightly. It is recommended that all shades for the same room be ordered at the same time to help ensure color consistency.

Natural shades may have variations and visual inconsistencies in color, grain and texture. They may also crack or split, twist or bow, shrink or stretch, and change color over time due to aging, and texture, directly sunlight or other climatic conditions. These unique characteristics are inherent in natural materials and are not considered defects in material or workmanship. Exact color matches cannot be guaranteed.

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8. Warranty, EDR & Cancellations

Warranty

S:CRAFT warrant that our shutters will be free from defects in materials or workmanship for as long as the original purchaser owns the shutters provided that such products were properly installed; and such products were made or assembled exclusively from original materials and components. Any resale or other transfer of the product and/or materials voids this warranty.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall S:CRAFT be liable for incidental or consequential damages, or for any expense associated with such damages. Repair or remakes of defective products is the sole remedy under this warranty and in no event shall S:CRAFT be liable for costs to remove and/or reinstall the product. Repairs will be made only with like or similar parts. This warranty does not include shipping charges or the cost of labour involved for measuring and installation.

This warranty does not cover any condition of or damage to the shutter or window, from unauthorized repairs, accidents, alterations, misuse, abuse, act of God, motorized devices, wear and tear or failure to follow our instructions with respect to measurement, installations, cleaning or maintenance. Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty. This warranty excludes all liability for removal of the shutter and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to natural variations in colour, grain and texture of the raw materials S:CRAFT is not able to guarantee exact matches on subsequent orders. Returns cannot be authorized due to these normal variations.

All other warranties, both express and implied, are expressly disclaimed. This warranty excludes all liability for consequential or incidental damages for any cause whatsoever.

WARRANTY PERIOD	ORDERS PLACED BEFORE 01/01/2025	ORDERS PLACED FROM 01/01/2025
Colour Fastness (Solid/Stain)	3 years	5 years
Colour Fastness (Wax)	3 years	2 years
Structure	3 years	5 years
Hardware (Excl. SS)	2 years	5 years
Hardware Stainless Steel	3 years	5 years
POS/Showroom	3 years	1 year
Motors and Handsets	3 years	3 years

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8. Warranty, EDR & Cancellations CONTINUED

Modifications and Cancellations

Since our products are made to measure based on specifications supplied by customers on our original order form, no cancellations can be accepted. Once an order is submitted, customers are liable for the full value of the order.

Product changes will only be allowed prior to production. This is usually within 3 hours of the order being received at the factory. Once orders are in production, no changes can be made and liability for the full value of the order lies with the customer.

EDR Form and Cancellations

EDR forms are obtainable from Customer Services and are required where damage has occurred and in situations where a part or complete replacement shutter is required.

On receipt of the form, please complete it in full and send back to Customer Services, with digital photo stills, confirming the fault.

Please see examples and requirements to accompany EDR form below:

1. If your shutters are damaged on arrival – please take digital stills of outer packaging.
2. Warped panels – panels must be placed on a flat surface and digital still must clearly show the warp on this surface in particular the corners where the panel doesn't make contact
3. Incorrect sizes – if the panels don't fit, each individual panel must be measured and inner frame size measured whilst in situ, these measurements should be sent to Customer Services.
4. Cancellations/Amendments – Once the order has been confirmed there is a very small time gap between factory receiving order and proceeding with subsequent manufacture of that order. It is therefore essential that you contact Customer Services as soon as possible. We will then endeavour to ascertain whether the order has been processed or if it is possible to stop it. S:CRAFT cannot be held liable for any costs should the order have been processed.

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Terms and Conditions

1. Definitions

1.1 'Buyer' means the person or company who buys or agrees to buy the Goods from the Seller.

1.2 'Conditions' means the Terms and Conditions set out in this document and any other terms agreed in writing by the Seller.

1.3 'Contract' means the agreement between the Seller and the Buyer for the sale and purchase of the Goods and/or Services incorporating these Conditions, the Order Confirmation and any other terms agreed in writing by the Seller.

1.4 'Goods' means the articles which the Buyer agrees to buy from the Seller as set out in the Order Confirmation.

1.5 'Order Confirmation' means the written confirmation of the Seller in response to an order for Goods and/or Services placed by the Buyer.

1.6 'Seller' means ShutterCraft Ltd trading as S:CRAFT.

1.7 'Services' means any services which the Seller is to perform for the Buyer as set out in the Order Confirmation.

2. Conditions Applicable

2.1 These Conditions shall apply to all Contracts between the Seller and the Buyer to the exclusion of all other terms and conditions unless expressly agreed in writing by the Seller.

2.2 All orders for Goods and/or Services shall be deemed to be an offer by the Buyer to purchase Goods and/or Services pursuant to these Conditions. Acceptance of the offer shall occur when the Seller sends an Order Confirmation to the Buyer (or otherwise on delivery of the Goods or performance of the Services) and a Contract shall come into being.

3. Price and Payment

3.1 The price shall be the Seller's quoted price for the Goods as quoted on the Order Confirmation or invoice and subject to any agreed discounts.

3.2 The price is exclusive of VAT which shall be due at the rate ruling on the date of the Seller's invoice.

3.3 The Seller reserves the right to change prices from those published at any time without prior notice.

3.4 Payments unless otherwise stated by the Seller shall be payable by the Buyer 14 days from the date of invoice unless otherwise agreed in writing by the Seller. Time for payment shall be of the essence. The Seller reserves the right at any time to request cash on order in relation to any future orders of Goods. Any extended credit terms must be in writing and signed by a director of the Seller to be valid and shall be subject to the following provisions;

3.4.1 Any credit levels shall be based on such factors as may be decided by the Seller in its absolute discretion and which may include volume purchase levels and historical payment periods taken by the Buyer to settle invoices, credit history and the Buyer hereby confirms that the Seller may seek and obtain a credit report from third party providers for this purpose or request the Buyer to obtain a credit reference from its bank or other third party and to answer all reasonable enquiries relating to credit as requested by the Seller.

3.4.2 The Seller reserves the right in its absolute discretion and for any reason to change or cancel the Buyer's credit levels at any time without prior notice and without any liability to the Buyer.

3.4.3 The Seller reserves the right to provide any credit terms on an order by order basis.

3.4.4 Previous credit levels or terms provided by the Seller to the Buyer do not place any obligation upon the Seller to continue to provide the same level of credit or to provide any credit at all.

3.5 The Seller reserves the right to charge interest on all overdue accounts at the rate set out in Late Payment of Commercial Debts (Interest) Act 1998.

3.6 Such interest being deemed to accrue on a day-to-day basis from the date payment becomes due until receipt of cleared funds in full settlement.

3.7 Payments that are returned to the Seller from the Buyer's bank for whatever reason will incur an administration fee of £30 per transaction which shall be payable by the Buyer in addition.

3.8 The cost of any legal correspondence sent to the Buyer from the Seller and other legal expenses incurred by the Seller in pursuing any non payment will be added to the Buyer's total outstanding balance and shall be payable by the Buyer on a full indemnity basis.

3.9 Express delivery, special freight, excess storage and carriage charges will be payable in addition by the Buyer and shall be charged on the invoice as quoted on the Order Confirmation, or as advised by the Seller to the Buyer.

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Terms and Conditions CONTINUED

3.10 In the unlikely event that the Seller is asked by the Buyer to provide a quotation the quotation will be valid for 7 days only.

3.11 The Seller reserves the right to increase the price as set out in the quotation or Order Confirmation in line with exchange rate changes or to reflect any increase in the delivery and shipping charges imposed by third party couriers or as a result of an increase in fuel costs, and shall notify the Buyer of such increases which shall be payable in addition by the Buyer.

4. Retention of title

4.1 Risk in the Goods supplied to the Buyer by the Seller shall pass on delivery.

4.2 Notwithstanding delivery and the passing of risk in the Goods, or any other provision of these Conditions, legal and beneficial ownership and the property in the Goods shall not pass to the Buyer until such time as the Goods and any and all monies owed by the Buyer to the Seller have been paid for in full.

4.3 Until such time as the property in the Goods passes to the Buyer:

4.3.1 the Buyer shall hold the Goods as the Seller's fiduciary agent and bailee, and shall keep the Goods separate from those of the Buyer and third parties and properly stored, protected and insured and identified as the Seller's property, but the Buyer may resell or use the Goods in the ordinary course of its business, all proceeds of sale shall be held in trust for the Seller and shall be used to pay all sums due to the Seller for the Goods.

4.3.2 provided the Goods are still in existence, the Seller may at any time require the Buyer to deliver up the Goods to the Seller and, if the Buyer fails to do so forthwith, enter on any premises of the Buyer or any third party including the Buyer's customers and end users where the Goods are stored and repossess the Goods and the Buyer shall ensure that in any contract or agreement it has with its customers it shall reserve such right to the Seller to repossess the Goods, and on request the Buyer shall supply contact details of its customers to enable the Seller to exercise its rights under this clause.

4.3.3 The Buyer shall not pledge, create a lien over or in any way charge by way of security for any indebtedness any of the Goods which remain the property of the Seller, but if the Buyer does so all monies owing by the Buyer to the Seller shall (without limiting any other right or remedy of the Seller) forthwith become due and payable.

5. Made to measure orders

5.1 If the Contract is for bespoke Goods manufactured according to measurements provided by the Buyer then the following provisions shall apply.

5.2 The Seller manufactures to specific tolerances as determined by the nature of the product and specified within the Seller's published specifications for such Goods only. All orders accepted by the Seller are subject to these specifications.

5.3 Made to measure Goods are only accepted on current ordering platforms and must be supported by technical drawings & colour samples where relevant, the seller reserves the right to change the arrangements for placing orders upon notification to the Buyer

5.4 Unauthorised modifications to the Ordering platforms are not permitted.

5.5 Technical drawings and templates need to be clear and unambiguous, with all dimensions and details distinct and legible and must be of a sufficient industry standard to enable a manufacturer to manufacture Goods in accordance with the technical drawing.

5.6 It is the Buyer's sole responsibility to ensure the accuracy of the technical drawings and the Seller shall be entitled to assume that all technical drawings supplied are correct and to manufacture Goods in accordance with such technical drawings. The Buyer shall be responsible for the price of the Goods. If the Buyer discovers an error in the technical drawings once the manufacturing process has commenced, the Buyer should inform the Seller immediately and submit corrected technical drawings and the Seller shall use its reasonable endeavours to correct the error however the Buyer shall remain responsible for any Goods manufactured to the old technical drawings which cannot be stopped and for any charges incurred by the Seller in relation to stopping the manufacture or otherwise.

5.7 The Seller accepts no liability for order and specification details which are not clearly communicated by the Buyer or which are inaccurate, misleading, incomprehensible or incomplete.

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5.8 Once an order for Goods is received and the Seller issues an Order Confirmation, the Seller will process it into production subject to receiving any technical drawings or other required specifications (as the case may be). The Seller will not modify the Buyer's measurements in any way and it is the Buyer's responsibility to ensure that the measurements ordered are correct.

5.9 Where the Goods are manufactured to the Buyer's specifications the Seller does not warrant or guarantee the Goods' tolerances or fitness for purpose.

5.10 Due to the nature of e-mail we recommend that the Buyer activates the "read receipt" functionality in the e-mail when placing its order. The Seller shall not be responsible for any failure to deliver e-mails or other electronic communications.

5.11 Following processing the Seller will send an Order Confirmation to the Buyer which includes the Seller's order number. The Buyer should contact the Seller if an Order Confirmation is not received within 2 working days of the initial order being placed.

5.12 Confirmation of production and shipment only occurs once the order status states the Goods are in production or shows the Goods as being in transit.

5.13 Order Status's are uploaded every 24hrs to the buyers area of the Sellers trade portal the Seller reserves the right to amend the frequency on which this is uploaded.

5.14 Orders for Goods may require modification or clarification for technical reasons before production can begin. In these cases the Seller will contact the Buyer by e-mail to clarify and confirm the specification beyond doubt, the Buyer will then communicate in writing the specification required.

5.15 The Seller reserves the right to discontinue any product or product range without prior notice.that the measurements ordered are correct.

5.9 Where the Goods are manufactured to the Buyer's specifications the Seller does not warrant or guarantee the Goods' tolerances or fitness for purpose.

5.10 Due to the nature of e-mail we recommend that the Buyer activates the "read receipt" functionality in the e-mail when placing its order. The Seller shall not be responsible for any failure to deliver e-mails or other electronic communications.

5.11 Following processing the Seller will send an Order Confirmation to the Buyer which includes the Seller's order number. The Buyer should contact the Seller if an Order Confirmation is not received within 2 working days of the initial order being placed.

5.12 Confirmation of production and shipment only occurs once the order status states the Goods are in production or shows the Goods as being in transit.

6. Measuring and ordering responsibilities

6.1 The Goods are made to the order dimensions and specifications provided by the Buyer.

6.2 It is the Buyer's responsibility to satisfy itself that the dimensions and specification it is ordering is correct.

6.3 The Seller accepts no liability for the suitability or accuracy of the dimensions and specification relating to the Goods ordered notwithstanding that from time to time the Seller and its staff may provide advice or guidance and/or be in attendance on site at the measuring phase, at the request of the Buyer. Subject to clause 14, where such assistance is provided, it is without liability.

7. Cancellation of the order by the Buyer

7.1 Modifications, amendments and cancellations to the order after confirmation can only be made with the Seller's written agreement without which the Buyer accepts full liability for the cost of the Goods under these Conditions.

7.2 Since the Goods are made to measure, once production has begun cancellations cannot be accepted and full payment will be required.

7.3 The Buyer is advised to secure payment of a non-refundable deposit from their customers prior to placement of the order with the Seller.

8. Documentation and Samples

8.1 Subject to clause 14, product specifications, brochures and other literature and any depiction of the Goods in such are supplied for the Buyer's general guidance only and shall not constitute representations by the Seller and the Seller shall not be bound thereby.

8.2 Specifications and literature may be changed by the Seller at any time.

8.3 Subject to clause 14, samples and published images are provided as indicative examples of the finished product only, finished Goods may vary slightly from the samples and pictures and are not guaranteed to be identical to the finished product.

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8.4 The Seller is not liable for slight variations in colour or finished appearance.

8.5 The Seller cannot guarantee that Goods supplied at different times will match one another. Colours shades may vary by +/- 10%.

8.6 The Seller offers a custom colour facility for selected product ranges. Where a custom colour is required the Seller will require a sample of the colour for matching purposes unless the colour is referenced to one of the custom colour palettes listed in the Seller's product specifications in which case it is sufficient to provide the colour reference number.

8.7 All colour references not contained within the approved colour palettes in the Seller's product specification need to be matched to a physical sample of the colour provided by the Buyer. Please supply two samples, one for production and one for ordering purposes. The Seller recommends that the Buyer keeps a third sample for its reference. The Seller will match colours to samples as closely as possible but cannot guarantee an identical match.

9. Trade accounts

9.1 The Seller reserves the right to refuse to accept orders or to discontinue trading or otherwise withdraw supply without prior notice.

9.2 Where an account is inactive for six months the Seller may require new account application details be provided.

9.3 Where the Buyer's ownership and account details have changed the Seller must be notified of these changes in writing.

9.4 The Seller reserves the right to change the Buyer's discount levels at any time.

9.5 Discount levels shall be based on such factors as may be decided by the Seller in its absolute discretion and which may include volume purchase levels and historical payment periods taken by the Buyer to settle invoices and such discounts will be allocated on an order by order basis. Previous discount levels provided by the Seller to the Buyer do not place any obligation upon the Seller to continue to provide the same discounts or to provide any discount at all.

10. Non standard sizes

10.1 Certain orders for Goods, including those with special shapes or templates, will be confirmed with a CAD drawing before production. The Seller will forward the CAD drawing to the Buyer by e-mail which must be confirmed in writing by the Buyer that the CAD is an accurate representation of the Buyer's order requirements.

10.2 The additional time required for CAD production and approval is an accepted part of the ordering process.

10.3 In cases where the installation is fitted to an irregular sized aperture, a template and or technical drawing of the aperture may be require

10.4 Templates and technical drawings should be supplied to the Seller at the same time as the order is placed since the order cannot be progressed without these. It follows that if such documents can be sent electronically delay is significantly reduced. Please note that in some cases a template can be rendered on a technical drawing, so long as sufficient, clear measurements are provided to accurately represent the shape. In such cases the template can be sent electronically.

11. Ex-stock orders

11.1 In addition to the supply of Made to Measure orders we may also sell a limited range of Goods from stock. Whilst every effort is made to hold appropriate stock levels of such items, availability is not guaranteed and goods may be withdrawn from sale without prior notice.

12. Deliveries

12.1 The Seller will contact the Buyer to arrange delivery of the Goods. All dates and delivery times given are estimates only which are given as a guide and without liability and may be subject to change without prior notice. Time is not of the essence and the Seller accepts no liability where timings vary from the estimates given.

12.2 The Seller reserves the right to charge the Buyer a missed delivery charge in addition to any regular delivery charges in cases where, despite a pre-arranged delivery agreement, the Buyer is not present to accept delivery.

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12.3 Delivery shall take place at the Buyer's main place of trading. Other delivery destinations may be arranged by request but will be subject to special delivery charges which vary according to volume and location as advised and which the Buyer shall be responsible for paying.

12.4 The Seller endeavours to deliver all Goods with minimum delay. In the event that the Seller is required by the Buyer to hold Goods for a period greater than seven days, weekly warehouse storage charges will apply per full week the Goods remain with the Seller, which the Buyer shall be responsible for paying.

12.5 The Seller is responsible for the delivery of Goods to the Buyer's premises or agreed delivery location. The Buyer is responsible for receiving and checking the Goods and storing them within their premises. Delivery notes must be signed for and mis-deliveries, packaging damage or shortages at the time of receipt should be noted on the delivery note at the time of delivery and notified to the Seller with 72 hours; failure to notify shall be deemed the Buyer's acknowledgement of the correct delivery and acceptance of the Goods.

12.6 The Seller reserves the right to hold delivery of Goods until such time the Buyer's credit with the Seller is in line with agreed limits, or such period as the Seller so determines.

12.7 Subject to clause 14.4 The Seller does not accept consequential liability for goods which are lost, short delivered or damaged, and for the purposes of this clause consequential liability shall include but not be limited to any loss suffered by the Buyer's customer as a result of incomplete set of shutters being installed or otherwise, and loss of profit, loss of goodwill, loss of opportunity or contract or any other loss as a result of the customer cancelling any order with the Buyer or otherwise.

13. Installation responsibility

13.1 Installation of the Goods is carried out by and is the responsibility of the Buyer who must ensure that the Goods are fitted by suitably qualified installers.

13.2 Subject to the provisions of clause 14.4 the Seller accepts no responsibility for the quality or suitability of the installation and carries no liability for any damage or injury which may arise during fitting notwithstanding the fact that from time to time the Seller or its staff may provide advice or guidance and/or be in attendance on site at the fitting phase, at the request of the Buyer. Where such assistance is provided it is without liability.

14. Warranty and Liability

14.1 Goods conforming to the published specification are covered by the Seller's warranty set out in clause 14.3.

14.2 Goods which fall outside of the Seller's standard specification may be manufactured at the Seller's discretion but no part of the Goods will be covered by warranty.

14.3 Subject to the following provisions, the Seller warrants that (a) the Goods will correspond with their specification published by the Seller at the time of delivery and the Colour fastness will remain true for a period of 3 years, and (b) the Shutters will be free from defects in workmanship for a period of 3 years from delivery and (c) the Hardware will be free from defects for a period of 1 year from delivery and (d) the Stainless steel Hardware will be free from defects for a period of 3 years from delivery,

14.3.1 The above warranty is given by the Seller subject to the following conditions:

14.3.1.1 the Seller shall be under no liability in respect of any defect in the Goods arising from any drawing, design or specification supplied by the Buyer;

14.3.1.2 the Seller shall be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the Seller's instructions (whether oral or in Writing), misuse or alteration or repair of the Goods without the Seller's approval;

14.3.1.3 the Seller shall be under no liability under the above warranty (or any other warranty, condition or guarantee) if the total price for the Goods has not been paid by the due date for payment;

14.3.1.4 the above warranty does not extend to parts, materials or equipment not manufactured by the Seller, in respect of which the Buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to the Seller.

14.3.2 Subject as expressly provided in these Conditions, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law and where the Goods are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977) the statutory rights of the Buyer (as a consumer) are not affected by these Conditions.

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14.3.3 A claim by the Buyer which is based on any defect in the quality or condition of the Goods or their failure to correspond with the Seller's published specification shall (whether or not delivery is refused by the Buyer) be notified to the Seller within seven days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after discovery of the defect or failure and the defective Goods shall be returned to the Seller at the Buyer's cost. If delivery is not refused within the above time period, and the Buyer does not notify the Seller accordingly, the Buyer shall not be entitled to reject the Goods and the Seller shall have no liability for such defect or failure, and the Buyer shall be bound to pay the price as if the Goods had been delivered in accordance with the Contract.

14.3.4 On receipt of the defective Goods the Seller shall inspect the same and if it verifies the defect the remaining provisions of this clause 14.3 shall apply, however, if the Seller does not verify the defect then it shall reject the warranty claim and shall return the Goods to the Buyer at the Buyer's cost.

14.3.5 Where a valid claim in respect of any of the Goods which is based on a defect in the quality or condition of the Goods or their failure to meet the Seller's published specification is notified to the Seller in accordance with these Conditions, the Seller may replace the Goods (or the part in question) free of charge or, at the Seller's sole discretion, refund to the Buyer the price of the Goods (or a proportionate part of the price), in which case the Seller shall have no further liability to the Buyer.

14.3.6 Where the Seller replaces the Goods in accordance with clause 14.3.5 then the replacement Goods shall be shipped by sea from the manufacturing plant in China (or such other manufacturing plant) to the UK and then delivered to the Buyer's premises or such other location as may be agreed by the Supplier in writing. If the Buyer wishes the replacement Goods to be shipped by air freight then the Buyer shall be responsible for the additional charges incurred in shipping.

14.3.7 The Seller shall not be responsible for any costs associated with the removal of any defective Goods from the end user premises or the installation of any replacement Goods or any remedial visits.

14.4 Nothing in these Conditions shall limit or exclude the Seller's liability for: death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable); or fraud or fraudulent misrepresentation; or breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Service Act 1982; or defective products under the Consumer Protection Act 1987; or any matter to the extent to which it would be unlawful to exclude or restrict liability.

14.5 Subject to clause 14.4, the Seller shall under no circumstances whatever be liable to the Buyer, whether in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise, for any the following heads of claim and each one of the following shall be deemed a separate head of claim: (i) loss of profit; (ii) loss of goodwill; (iii) loss of business; (iv) loss of business opportunity; (v) loss of anticipated saving; (vi) loss or corruption of data or information; or (vii) special, indirect or consequential loss; arising under or in connection with the Contract; and

14.6 The Seller's total liability in respect of all other loss or damage arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Goods under the relevant Contract.

14.7 If a number of defaults give rise to substantially the same loss or are attributable to the same or similar cause, then they shall be regarded as giving rise to only one claim.

14.8 The Seller will be afforded a reasonable opportunity to remedy any such defaults.

14.9 This clause 14 shall survive termination of the Contract.

14.10 The Seller shall not be liable to the Buyer or be deemed to be in breach of the Contract by reason of any delay in performing, or any failure to perform, any of the Seller's obligations in relation to the Goods, if the delay or failure was due to any cause beyond the Seller's reasonable control including but not limited to:

14.10.1 acts of God, explosion, flood, tempest, fire or accident;

14.10.2 war or threat of war, sabotage, insurrection, civil disturbance or requisition;

14.10.3 acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority;

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14.10.4 import or export regulations or embargoes;

14.10.5 strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of the Seller or of a third party);

14.10.6 difficulties in obtaining raw materials, labour, fuel, parts or machinery; and 14.10.7 power failure or breakdown in machinery.

15. Return of Goods

15.1 The return of Goods for credit will not be accepted without prior notification to the Seller and written acceptance by the Seller and shall be substantiated with photographic evidence prior to return.

15.2 Goods to be returned must be suitably packaged to prevent loss or damage in transit.

16. General

16.1 This agreement, and any documents referred to in it, constitute the whole agreement between the parties and supersede any previous arrangement, understanding or agreement between them relating to the subject matter they cover.

16.2 If any provision of this agreement (or part of a provision) is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.

16.3 If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the parties.

17. Jurisdiction

17.1 These terms and conditions are governed by the laws of England and the parties shall submit to the Jurisdiction of the English courts.

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