

Consumer Guide
Pleated Blinds

MADE IN BRITAIN®

MILWOOD GROUP
The Milwood Way

Welcome to Your New Pleated Blinds!

Thank you for choosing our high-quality pleated blinds. This guide will help you understand how to care for and maintain your blinds, troubleshoot common issues, and maximise their lifespan.

Caring for Your Blinds

To keep your pleated blinds looking their best and functioning properly, follow these simple care instructions:

Regular Cleaning:

- **Use a soft, dry cloth or a feather duster to remove dust from the pleated fabric.**
- **For deeper cleaning, lightly dampen a microfibre cloth with lukewarm water and gently wipe along the pleats.**
- **Avoid using harsh chemicals, solvents, or abrasive cleaners, as they may damage the fabric coatings.**

Preventing Damage:

- **Always handle the blinds with clean hands to prevent stains or marks.**
- **When adjusting the blind, use the supplied wand rather than pulling directly on the fabric.**
- **Ensure there are no sharp objects nearby that could tear or puncture the delicate pleats.**

Storage and Protection:

- **If you need to temporarily remove the blinds, carefully fold them along the pleats and store them in a dry, dust-free environment.**
- **Avoid prolonged exposure to excessive moisture, as this may affect the fabric's integrity and cause mildew.**

Important Usage Notice

Your Pleated Blinds are designed as a shading solution and must be fully retracted after each use. They are not intended to be left extended for prolonged periods, as this may lead to fabric wear, tension loss, or exposure-related damage.

To maintain optimal performance and longevity:

- ✔ **Always retract the blinds when not in use.**
- ✔ **Do not leave them extended overnight or during extreme weather conditions.**
- ✔ **Ensure they are stored properly when not in regular use.**

Failure to follow this guidance may void the warranty.

Troubleshooting Common Issues

If you experience any difficulties with your pleated blinds, try these solutions before reaching out for support:

Blind Won't Extend or Retract Smoothly:

- **Ensure there are no obstructions preventing the movement of the blind.**
- **Check the alignment of the brackets to confirm they are properly positioned.**

Blind Feels Too Tight or Loose:

- **The tensioning string may need slight adjustment. Use the supplied star bit Allen key to incrementally adjust the tension for optimal performance.**

Blind is Not Sitting Properly in the Clips:

- **Confirm that the clips are securely fastened to the wall plate and the F section.**
- **Try twisting and clicking the blind into place with even pressure on both sides.**

Fabric Appears Wrinkled or Creased:

- **Leave the blind fully extended for a few hours to allow any creases to settle naturally.**
- **If necessary, use a hairdryer on a low heat setting to gently remove wrinkles - keep the dryer at least 12 inches away from the fabric.**

Warranty Information

Your pleated blinds are covered under a one-year warranty from the date of delivery. This warranty covers defects in materials and workmanship under normal use and agreed-upon environmental conditions.

What is Covered?

- **Defects in materials and workmanship.**
- **Performance issues under standard external conditions.**

What is Not Covered?

- **Damage due to improper installation, misuse, or negligence.**
- **Exposure to extreme temperatures, excessive moisture, or prolonged direct outdoor exposure beyond recommended conditions.**
- **Failure to follow the Consumer Guide's maintenance instructions.**

How to Make a Warranty Claim

- **Submit a written claim within the one-year warranty period.**
- **Include proof of purchase and photographic or video evidence with date stamps of the defect.**
- **The supplier reserves the right to inspect the product before approving a claim.**
- **If the product is deemed defective under warranty, the manufacturer will repair or replace it at their discretion.**
- **Return shipping and repair costs will be determined upon inspection.**

Warranty claims may be voided if the product has not been used or maintained as per the guidelines outlined in this Consumer Guide.

Maximising the Lifespan of Your Pleated Blinds

Follow these best practices to ensure your blinds remain in top condition for years to come:

Operate the blind gently and avoid excessive force when opening or closing.

- **Regularly inspect the brackets and screws to ensure they remain secure.**
- **Keep the area around the blind clear of obstructions to allow for smooth operation.**

Avoid exposure to extreme temperatures that could cause warping or damage to the pleated material.



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For **spare components or parts, warranty claims, or further assistance**, please fill in additional components form which can be found on the Trade Partner Area.

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