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SUNJAN

Terms and Conditions of Sale, Manufacture and Installation

Last updated: October 2026

These Terms and Conditions apply to the supply, manufacture, sale, delivery, repair and installation of blinds, awnings, security products and associated window furnishing products and services supplied by Sunjan ("Sunjan", "we", "us" or "our").

By accepting a quotation, placing an order or engaging Sunjan to undertake work, the customer ("you" or "your") agrees to the applicable terms set out below, subject to any separate written contract agreed between the parties and any rights that cannot be excluded under Australian law.

These Terms and Conditions are intended to be read together with the relevant quotation, order confirmation, specifications, drawings and any applicable written contract.

1. Quotations and Acceptance

1.1. All quotations are based on the information, measurements, specifications, selections and site conditions available to Sunjan at the time of preparation.

1.2. Unless otherwise stated, quotations are valid for 30 days from the date of issue. Sunjan may revise a quotation after this period to reflect changes in supplier pricing, material costs, product availability, labour costs or project requirements.

1.3. A quotation becomes an order when accepted in writing by the customer and confirmed by Sunjan, subject to any applicable statutory requirements.

1.4. Quotations will identify, where applicable, the products, quantities, colours, operating systems, motors, installation requirements, price and any relevant exclusions.

1.5. Any items or services not expressly included in the quotation are excluded from the quoted price and may be charged separately if subsequently requested and agreed.

1.6. Quotations are prepared on the basis of the information provided. Where site inspections, final measurements, architectural drawings or other details are outstanding, the quotation may be subject to confirmation.

1.7. Any discrepancy between these Terms and Conditions and a separately signed contract will be resolved in accordance with the terms of that contract and applicable law.

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2. Pricing, GST and Payment

2.1. Unless expressly stated otherwise, all prices are in Australian dollars.

2.2. The quotation or order confirmation will specify whether the price includes or excludes Goods and Services Tax (GST). Applicable GST will be disclosed and charged in accordance with Australian taxation law.

2.3. A deposit or progress payment may be required before materials are ordered, manufacturing commences or installation is scheduled. The amount and timing of payments will be stated in the quotation or contract and must comply with applicable law.

2.4. The balance of the contract price is payable in accordance with the agreed payment terms and the invoice issued by Sunjan.

2.5. Where additional work, variations or unforeseen site requirements arise, Sunjan will advise the customer of any additional costs and obtain approval where required before proceeding.

2.6. If an invoice remains unpaid after its due date, Sunjan may issue a written payment reminder and, subject to the contract and applicable law, take reasonable steps to recover the outstanding amount.

2.7. Sunjan will not impose undisclosed charges. Any applicable delivery fees, access costs, additional labour, special equipment or other charges will be disclosed in the quotation or agreed variation where reasonably practicable.

3. Measurements and Product Specifications

3.1. Accurate measurements are essential to the manufacture and installation of blinds, awnings and security products.

3.2. Where Sunjan undertakes a site measure, measurements will be taken using reasonable care and professional skill. Final product dimensions may require adjustment to accommodate the selected product system, mounting method, brackets, clearances and operating requirements.

3.3. Where the customer, builder, architect or another third party supplies measurements or specifications, Sunjan will rely on that information unless otherwise agreed. The customer is responsible for ensuring supplied information is accurate, subject to any separate obligations Sunjan has accepted.

3.4. The customer must advise Sunjan before manufacture of any relevant changes to window dimensions, building finishes, openings, access, electrical provisions or installation requirements.

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3.5. If measurements or specifications change after approval or manufacture has commenced, additional costs or replacement products may be required. Any variation will be discussed and agreed in accordance with these Terms and Conditions and applicable law.

3.6. The customer should carefully check the quotation and order confirmation, including quantities, dimensions, product types, colours, fabrics, control systems, motorisation and installation details, before approving the order.

4. Custom-Made Products and Order Changes

4.1. Many Sunjan products are manufactured or ordered to the customer's specific dimensions, fabric selections, colours and operating requirements.

4.2. Once an order has been approved and materials ordered or manufacture commenced, changes may result in additional costs, delays or the need to manufacture replacement products.

4.3. Requests to cancel or change an order must be made in writing. Sunjan will assess the request and advise whether it can be accommodated and what reasonable costs, if any, have already been incurred or will arise.

4.4. Any cancellation charge must be lawful, reasonable and consistent with the applicable contract and consumer law. It will not automatically be the full contract price simply because an order is custom-made.

4.5. Custom-made products are not automatically exempt from consumer guarantees or statutory remedies. Where a product or service fails to comply with applicable consumer law, the customer's legal rights continue to apply.

5. Fabric, Colour and Product Appearance

5.1. Customers should review available samples, fabric information and product specifications before approving an order.

5.2. Colours and finishes may appear differently on screens, in photographs or under different lighting conditions. Samples are a guide to the selected material and finish; minor variations may occur between batches.

5.3. Some fabrics, including sunscreen and translucent fabrics, may allow varying degrees of light, visibility or shadow depending on lighting conditions, fabric openness, colour and the difference between indoor and outdoor light.

5.4. Roller blinds and other fabric products may exhibit minor characteristics associated with the material or manufacturing process, including slight variations in texture, weave,

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alignment or fabric behaviour. Any assessment of a defect will take account of the product specifications, applicable industry requirements and consumer guarantees.

5.5. Product performance, privacy, light control and appearance depend on the selected product and the installation environment. Customers should discuss any specific requirements with Sunjan before ordering.

6. Installation and Site Access

6.1. The customer must provide safe and reasonable access to the installation site at the agreed time.

6.2. Before installation, the customer must, where applicable:

- Clear furniture, personal belongings and obstructions from the work area.
- Ensure the installation area is accessible and reasonably safe.
- Arrange access to the property, including any required keys, permits, inductions or building approvals.
- Identify known concealed services, including electrical wiring, plumbing, pipes and other obstructions.
- Arrange any required electrical supply or electrical work unless expressly included in Sunjan's quotation.

6.3. Sunjan will take reasonable care when carrying out installation work and will take reasonable steps to avoid damage to the property.

6.4. If site conditions differ materially from those represented or reasonably anticipated, including concealed services, unsuitable substrates, structural issues, asbestos concerns, restricted access or incomplete building work, Sunjan may need to suspend the affected work and discuss an appropriate solution with the customer.

6.5. Additional work arising from unforeseen conditions will be discussed before proceeding wherever reasonably practicable. Any additional charges must be agreed and comply with applicable law.

6.6. Installation dates are estimates unless expressly agreed as fixed dates in writing. Sunjan will notify the customer of material delays as reasonably practicable.

6.7. Where installation cannot safely proceed because of weather, site access, incomplete building work or other circumstances outside Sunjan's reasonable control, the parties will work together to arrange a suitable alternative time.

6.8. Nothing in this section excludes Sunjan's responsibility for damage caused by its failure to exercise reasonable care and skill or any other liability that cannot lawfully be excluded.

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7. Motorised Products and Electrical Work

7.1. Motorised blinds and awnings must be installed, operated and maintained in accordance with the applicable manufacturer's instructions.

7.2. The customer must advise Sunjan of any specific requirements relating to power supply, switching, remote controls, automation systems, smart-home integration or access to electrical connections before the order is finalised.

7.3. Unless expressly included in the quotation, electrical wiring, new power points, building modifications, network configuration and integration with third-party automation systems are excluded from the installation price.

7.4. Electrical work must be carried out by an appropriately licensed person where required by law.

7.5. The customer is responsible for providing compatible equipment and systems where integration with existing third-party products is requested. Sunjan will advise of known compatibility requirements where reasonably practicable.

7.6. Batteries, remotes, sensors, motors and other electrical components must be used in accordance with the relevant manufacturer's instructions. Any separate manufacturer's warranty will be provided subject to its terms and applicable consumer law.

8. Awnings and External Products

8.1. External awnings and security products are subject to environmental conditions, including wind, rain, heat, moisture, dust and exposure to sunlight.

8.2. Customers must operate, secure and maintain external products in accordance with Sunjan's instructions and any applicable manufacturer guidelines.

8.3. Awnings must be retracted or secured when required by the product instructions and prevailing weather conditions. Motorised operation does not necessarily mean a product is suitable for unattended use in adverse weather.

8.4. Unless expressly specified in writing, an awning is not represented as storm-proof, cyclone-rated, waterproof or suitable for every wind condition. Product ratings and limitations will depend on the particular system and its specifications.

8.5. Customers must not operate products outside their specified limits or modify safety devices, brackets, fixings or controls without appropriate advice.

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8.6. Sunjan will assess reported faults or damage on their circumstances and merits. This clause does not exclude consumer rights where a product is defective, unsuitable for a disclosed purpose or otherwise fails to comply with consumer law.

9. Delivery, Installation Timing and Delays

9.1. Delivery and installation timeframes are estimates unless otherwise agreed in writing.

9.2. Timing may be affected by supplier availability, manufacturing schedules, material shortages, transport, weather, access restrictions, site readiness or other circumstances beyond Sunjan's reasonable control.

9.3. Sunjan will take reasonable steps to advise the customer of significant delays and, where practicable, provide a revised timeframe.

9.4. If Sunjan cannot supply the products or services as agreed, the parties will discuss an appropriate resolution consistent with the contract and applicable law.

9.5. Nothing in these terms permits Sunjan to disregard an agreed contractual deadline or avoid a remedy available to the customer under consumer law.

10. Customer Responsibilities

10.1. The customer must provide accurate information, confirm selections and specifications, provide reasonable access and promptly advise Sunjan of relevant changes.

10.2. The customer must follow reasonable operating and maintenance instructions supplied with the products.

10.3. The customer must take reasonable care to avoid damage caused by misuse, unauthorised modification or operation outside the product's stated limits.

10.4. If the customer believes a product or installation is faulty, the customer should notify Sunjan as soon as reasonably practicable and provide sufficient details to allow the issue to be assessed.

10.5. These responsibilities do not reduce or remove any rights the customer has under Australian Consumer Law or other applicable legislation.

11. Inspection, Defects and Complaints

11.1. Customers are encouraged to inspect products and installation work once completed and report any concerns to Sunjan.

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11.2. A customer who identifies a concern should contact Sunjan with a description of the issue, the order or invoice number, photographs where helpful and the installation address.

11.3. Sunjan will assess complaints fairly and within a reasonable time. Where necessary, Sunjan may arrange an inspection to determine the cause of the reported issue.

11.4. Where a problem is covered by an applicable consumer guarantee, contractual warranty or manufacturer's warranty, Sunjan will provide the remedy required by law or the applicable warranty.

11.5. Customers should not attempt repairs or modifications that could affect safety or cause further damage before contacting Sunjan, except where immediate action is reasonably necessary to protect people or property.

11.6. Reporting a concern after installation does not, by itself, remove a customer's rights under applicable law.

12. Warranties and Australian Consumer Law

12.1. Products and services supplied by Sunjan are covered by the consumer guarantees provided under the Australian Consumer Law, where applicable.

12.2. Any express Sunjan warranty or manufacturer's warranty applies in addition to, and does not replace or limit, rights available under Australian Consumer Law.

12.3. Warranty periods, coverage and claim procedures may differ between fabrics, hardware, motors, control systems, awning components and security products. Details of any applicable voluntary warranty will be provided in the relevant warranty documentation.

12.4. A warranty claim may require proof of purchase and reasonable information about the issue. Sunjan may inspect the product or installation to establish the cause of the problem.

12.5. To the extent permitted by law, a voluntary warranty may not cover damage caused by misuse, accidental damage, unauthorised alteration, failure to follow reasonable care instructions, or normal wear and tear. However, these exclusions do not apply where they would unlawfully restrict a customer's statutory rights.

12.6. No term in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.

13. Cancellations, Returns and Refunds

13.1. Requests to cancel an order must be submitted in writing.

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13.2. Where cancellation is requested after an order has been accepted, Sunjan will consider the stage of the order, any work already performed, materials ordered, manufacturing commenced and any reasonable costs incurred.

13.3. Any amount retained or charged because of a cancellation must be permitted by the applicable contract and law. Sunjan will not apply a blanket rule that all deposits are non-refundable in every circumstance.

13.4. Products made to a customer's specifications may not be suitable for return simply because the customer changes their mind or no longer requires them. This does not affect any rights or remedies available where goods or services fail to comply with consumer law.

13.5. Where a customer is entitled to a refund, replacement, repair, cancellation or other remedy under Australian Consumer Law, Sunjan will honour the applicable entitlement.

13.6. Nothing in these Terms and Conditions removes any cooling-off period, cancellation right or other statutory protection that applies to a particular contract.

14. Variations and Additional Work

14.1. A variation may be required if the customer changes product selections, dimensions, quantities, materials, installation requirements or the scope of work.

14.2. Where a variation affects the price or timeframe, Sunjan will provide details of the proposed change and seek the customer's approval before proceeding, except where an immediate step is reasonably necessary for safety or to prevent damage.

14.3. Variations must be documented in writing where reasonably practicable.

14.4. For residential building work that is subject to specific statutory contract requirements, variations will be managed in accordance with those requirements.

15. Property Damage and Site Conditions

15.1. Sunjan will exercise reasonable care to protect the customer's property during installation.

15.2. Some installations require drilling, fixing or mounting into walls, ceilings, window frames or other building elements. The suitability of the fixing method depends on the construction and condition of the substrate.

15.3. The customer must disclose known concealed services, structural limitations, hazardous materials and other conditions that may affect installation.

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15.4. Where an installation requires additional work because of an unsuitable substrate, hidden obstruction or previously undisclosed site condition, Sunjan will discuss the available options and any additional costs with the customer.

15.5. Sunjan remains responsible for its own negligence, failure to exercise reasonable care and skill, and any other liability that cannot lawfully be excluded.

16. Ownership and Risk

16.1. Ownership of supplied goods will pass in accordance with the applicable contract and law.

16.2. Risk in goods during delivery and installation will be determined by the contract and applicable law.

16.3. Nothing in this clause permits Sunjan to transfer risk or responsibility to a consumer in a manner prohibited by law.

17. Privacy and Customer Information

17.1. Sunjan may collect and use customer information reasonably necessary to prepare quotations, process orders, arrange measurements and installation, manage payments, administer warranties and respond to enquiries.

17.2. Customer information will be handled in accordance with applicable privacy laws and Sunjan's Privacy Policy, where applicable.

17.3. Customer information will not be used or disclosed for unrelated purposes except as permitted or required by law or with the customer's consent.

18. Dispute Resolution

18.1. If a customer has a concern, they are encouraged to contact Sunjan in the first instance so the matter can be reviewed.

18.2. Sunjan will consider the customer's concerns and work towards a fair and reasonable resolution.

18.3. If the matter cannot be resolved directly, either party may seek assistance from NSW Fair Trading, the Australian Competition and Consumer Commission (ACCC) where appropriate, or another relevant dispute resolution body.

18.4. Nothing in this section prevents a customer from exercising a statutory right, lodging a complaint or commencing proceedings where legally available.

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19. Applicable Law

19.1. These Terms and Conditions are governed by the laws applicable in New South Wales and the Commonwealth of Australia.

19.2. Any applicable statutory protections, including the Australian Consumer Law and relevant NSW legislation, prevail over any inconsistent term to the extent required by law.

19.3. Where residential building work is subject to additional requirements under NSW legislation, the relevant statutory requirements and any required written contract will apply.

20. Updates to These Terms and Conditions

20.1. Sunjan may update these Terms and Conditions from time to time.

20.2. The version applicable to a particular order will be determined by the terms agreed at the time the order or contract was entered into, subject to any later variation agreed by the parties and applicable law.

20.3. Publishing an updated version on the Sunjan website does not retrospectively change an existing contract without a lawful basis.

21. Contact Sunjan

For enquiries about quotations, orders, installation, warranties or complaints, please contact Sunjan using the contact details published on our website or shown on your quotation or invoice.

Sunjan — Blinds, Awnings and Security Products

Albury, New South Wales, Australia