

## ALL ABOUT THE BIG WORLD WE REALLY LIVE IN

Take a moment to ponder ....  
The biggest lie we tell ourselves ..... *"I don't need to write it down, I'll remember that"*



### NOTE TO SELF

Don't forget the [completeblindco.com.au](http://completeblindco.com.au) website!!

The Complete Blind Company Website is full of information for our customer, your customer and installers - constantly updated fabric selection chart, blind options, motor types and programming instructions, component profiles, etc. The list goes on...

## NEWS FLASH!!!

The NEW **Linesque** range from Shaw is HERE!!!!

Run your fingers all over the block-out and light filter fabric and you will be in love....

With the look and texture of woven linen, this fabric is so full of warmth that your backside will be itching for a cosy armchair next to the soft heat of a blazing fireplace....

*with a hot cuppa and a tray of every flavour of Tim-Tams ever made, being served by your personal butler dressed only in .... oops, sorry, got carried away there, seriously, I've gotta get out more!!*

Released just days ago, this range is perfect for rollers, panel glides and romans (no verticals sorry). For an added bonus, it is also accredited\* for use in sensitive areas like schools, healthcare facilities and budgie smugglers just checking if you are paying attention...

\*The actual term is "Green-guard Gold Accredited" and is price listed as Grp 3 for Block Out, Grp 2 for Light Filter for your reference.

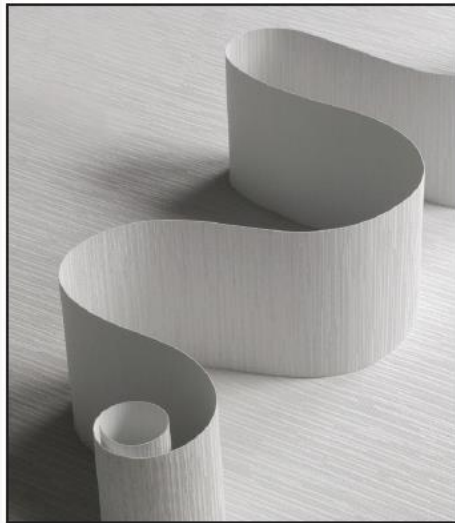


Linesque



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The **NEW Karma** range from **Shaw** has been around for a little while, but it is still definitely worth mentioning... following international trend guides, the colour list has warm and cool tones. Some red tones, some blue-green..... neutral tones and darker shades... a colour palette that considers interior paint themes that are popular at the moment. This Group 2 blackout fabric is also accredited as "Green-guard Gold" AND it comes in roller, roman, panel glide and vertical options (89mm to 127mm).



Karma



*Side note : I never stress when I lose my Karma swatch... somehow, it always manages to find its way back to me... really hard...*



### AND.....

Don't forget the **SB-Southport** Sheer blind fabric!!! A linen look stiffened blind that compliments the same fabric in the curtain range.



*SB-SOUTHPORT in a MASSIVE 3270mm width!!  
Group 2 in roller, panel and roman blinds*



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## THE COMPLETE BLIND COMPANY STAFF UPDATES



Some of you may have already spoken to her on the phone but we have a new staff member in our office. The new “Jenny”, Pieta started with us in late September last year, dealing with new orders as well as customer service queries. A smart cookie, her knowledge of this industry is growing by the minute (seriously). Our favourite smiling assassin is also renowned for relentlessly hunting down and cornering staff – mostly for work, sometimes for fun.

Also, in mid-June, we will be welcoming another person into our fold – Stuart Norris. A man of great knowledge of internal and external window treatments, THE Plantation Shutters guru, will be working side-by-side with Kate and Robert. Stuart will be on the road quite a bit, servicing our clients and promoting new and exciting products (also because we don't have a desk in the office for him).



## SuperExpo 2019

Just so you know.....we will have people on the ground, searching for those little gems that will separate you from the others - every possible new idea will be noted, new fabric launches or updates will be assessed and any new motorisation systems will be viewed and analysed for our return home.

**Kate** will be there to probe industry reps on all the new products and styles, eyeing the expo stalls for exciting new stuff and be on the phone helping her boys back home with their homework – all this while balancing a glass of bubbly in one hand and a canape in the other.

**Robert** will also be there, doing all the same things. Except he will ring the boys later in the evening to correct the homework Kate helped with.

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*Louvolite's new 2019 to 2022 Fabric range...*  
*Is about to explode!!!!*

All will be revealed at the SuperExpo 2019 on the Gold Coast, QLD.

The new collection will be going live on 1<sup>st</sup> June. But... we have a few pre-release photos for you!  
 (Don't mean to brag but the guys at Louvolite absolutely love us!! They're constantly saying how much they want to give us big, cuddly hugs, particularly around the jugular. Aren't they sweet!?!)



Check out these Panel Glides in "Meadow - Nightingale", or maybe the "Wildflower - Porcelain" or how about the Panel-Glide/Roller combo in "Palm Leaf - Carnival Chive!!"

**Oh, the excitement!!!!**

There have been some additions, some deletions and some colour changes to existing ranges for the roller and vertical fabrics. AND there has been some maximum width increase too, from 2m to 2.5m!  
 AND the range period has been extended from 2 to 3 years!!

The Louvolite Sample Books for the new ranges will be available mid-June – call us for pricing on Roller and Vertical books for your library.

Stay tuned for updates.....



Verticals in "Crush - London Slate", "Pico - Mustard with Carnival - China White", "Marble - Silver"

AND NOW....  
SERIOUS NEWS FROM THE BMAA

**NEW MANDATORY WORDING FOR BUSINESSES OFFERING WARRANTIES AGAINST DEFECTS FOR SERVICES**

As many of you would be aware, new mandatory wording was required for goods since 2011. Now, new mandatory wording is now also required for services as from 9<sup>th</sup> June 2019. Below is the required wording as supplied by BMAA and Watchdog Compliance Pty Ltd.

“From 9 June 2019, businesses giving a mandatory warranty against defects for the supply of services (or the supply of goods and services together) will be required to include mandatory text in the warranty. This text will remind consumers that the consumer guarantees set out in the ACL cannot be excluded by the warranty.”

1. If the warranty is only for goods, the mandatory text required since 2011 is:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. If the warranty is only for SERVICES, the mandatory text required from 9 June 2019 is:

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us;
- and to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

3. If the warranty is for GOODS AND SERVICES, the mandatory text required from 9 June 2019 is:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.



*Before we go, a quick rundown of discontinued fabric...  
or phasing out....*

**Basford Four Families**

Yukon, Eclipse, Rami

**Hunter Douglas**

Carnaby Plus

**Louvolite (as of 1 June)**

Belize	Linen	Secoura
Farah	Madrid SPC	Serenade
Fresco+	Montana	Serenade
G-Raff	Newport	Tropicana
Harmony	Open Linen	Whisper
Havana	Paradise	Zadie
Highland	Party Animals	Zeta
Liberty	Pebbles	Zephyr
Linear	Regatta	

\*\*As always, if ordering any of the above fabric, please contact us for availability....

PS

50 of the biggest birthday hugs to  
our Fabio



Well.... Wasn't that nice!?!  
Let's do it again soon! Ciao xx

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