



BLIND MANUFACTURERS'
ASSOCIATION OF AUSTRALIA

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BMAA INDUSTRY GUIDELINE

BMAA has prepared an Industry Guideline to assist manufacturers and retailers deal with customer queries regarding the final product. This guideline is in no way a substitute for legal advice. Businesses are bound by legislation such as Australian Consumer Law and Australian Standards such as AS2663.2-1999.

This Guideline is one that is accepted by the industry and should be seen as a “reasonable” test for looking at a perceived fault.

Recommended Industry Guideline for Faults:

The acceptable guideline for imperfections, marks, dots etc. on completed product is:

- If an imperfection is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable.
- If an imperfection is not visible with the naked eye in natural daylight at a distance of 1.2 metres it is acceptable.

Minor colour variations may occur between any colour swatch supplied and the order received, as the colour swatch is a guide only, this includes paint, stain and lacquers.

This Guideline does not override any rights under Australian Consumer Law