

WARRANTIES

GENERAL WARRANTY TERMS

Upon acceptance of delivery, customer has five working days to report any damage that may have occurred in shipping. If no shipping damage is reported during this time, all future claims will be treated as a warranty claim and subject to the terms and conditions of our standard warranty.

We guarantee the quality and function of the products when used in the correct manner as illustrated on each product's instructions. The Warranty guarantees repair or replacement when product failure is due to manufacturing defects.

Limited Warranty covers defects in material and/or workmanship and is only extended to the original purchaser during the applicable warranty term. The warranty does not cover damage or product failure due to incorrect use, mistreatment, failure to follow instructions, destruction, loss, theft or vandalism, or unauthorized alteration.

In case of a warranty dispute, we reserve the right of final judgment on the nature and cause of damage and the applicable warranty resolution.

Bannerstands are backed by a one year limited warranty that all bannerstand hardware will be free from physical defects in materials or workmanship under normal use by the original owner.

Pop-Up Systems are backed with a limited lifetime warranty that all Pop-Up system hardware will be free from physical defects in materials and workmanship under normal use by the original owner.

Rotomolded Cases are backed with a five year warranty that all Rotomolded Cases will be free from physical defects in materials or workmanship under normal use by the original owner.

UltraForm Counters are backed with a Limited Lifetime Warranty that all UltraForm Counters will be free from physical defects in materials or workmanship under normal use by the original owner.

Fabric and Laminate Panel Systems are backed with a five year limited warranty on all panels. This warranty guarantees system panels and components to be free from physical defects in materials and workmanship under normal use by the original owner for five years from date of purchase.

Alumalite Hybrid Systems are backed with a Limited Lifetime Warranty that all Alumalite system hardware will be free from physical defects in materials or workmanship under normal use by the original owner.

Truss Systems are backed with a Limited Lifetime Warranty that all truss system hardware will be free from physical defects in materials and workmanship under normal use by the original owner.

Graphics come with a one year limited warranty on all graphics with the exception of dye sub which carries a six month warranty. This warranty covers de-lamination, tunneling and general color fading when used indoors. DuraPrint & Laminated graphic pop up panels which show evidence of not being rolled properly (with the graphics facing out) will not be covered by any warranty. In the case of a manufacturer's defect, the original artwork as provided will be reprinted; No changes to art files will be allowed under a warranty repair.

RETURNS POLICY

Immediately upon receiving your shipment, please verify contents against the packing list. If you suspect that your shipment is incorrect, or missing parts, please notify us immediately.

Should you have a problem with one of our products during the warranty period, please contact us to receive a Return Authorization Number. Returns without an authorization # will not be accepted. Customer is responsible for return shipping.

A pre-paid set up fee for larger exhibits; upon inspection and verification of warranty coverage, we will make necessary repairs or replace the product and return at our shipping expense via FedEx Ground within the continental U.S..

Return shipping costs to Alaska, Hawaii, Canada, Mexico and other foreign countries are the responsibility of the customer. Should all damage covered by the warranty, the set up fee will be refunded. Should expedited service be required, additional cost will be responsibility of the customer. Should claim not be covered by our warranty, we will provide an estimate to repair and return product to you at your expense.