

# Whiteboard & Pinboard Warranty & Return Policy



Thank you for your order and for supporting Whiteboards and Pinboards.

## Warranty Policy

All whiteboards and pinboards come with with a surface warranty against defect. The length of the warranty varies between products and is noted on the Whiteboards and Pinboards website. The warranty covers faults in materials and workmanship.

To submit a warranty claim, please send your original purchase invoice, an explanation of the fault, and any photographs (if appropriate) via email to [sales@whiteboardsandpinboards.com.au](mailto:sales@whiteboardsandpinboards.com.au).

Should a warranty claim be accepted, we will either repair, replace parts or the complete product at our discretion to remedy the fault, free of charge. The warranty applies from the date of delivery and does not apply where the product has been used other than for the purpose for which it was designed.

## Return Policy

To ensure that everything has been delivered correctly and is up to our high standards we ask that you please carefully inspect all items upon receipt of goods. All return claims must be submitted within 48 hours of the item being received.

Returns will not be honoured if items are improperly handled or installed. This includes, but is not limited to, incorrect lifting of whiteboards or pinboards which may damage the frame. Do not lift or carry any whiteboard or pinboard by the top of the frame.

All return claims must be submitted prior to installation. If a board is installed prior to a claim being submitted, return may not be approved.

Refunds will only be given where a product is delivered faulty or not as described. All other returns are at the discretion of management. Any returns for change of mind will require the product be returned (at the customer's expense) to our nearest warehousing facility. All items must be unopened in their original packaging and in saleable condition. Returned items will incur a restocking fee of 20% of the original purchase price and redelivery charge.

Whiteboards are required to have the transport film removed (if present) once installed and the writing surface cleaned with an alcohol based cleaning fluid and microfibre cloth. **If yours is a printed board, DO NOT remove the film as this layer is printed on.** Please repeat the cleaning process twice with a twenty minute waiting period between cleans to ensure the writing surface is prepped for optimum performance. For more information please refer to our Whiteboard Care document.

We hope you enjoy your purchase and if we can assist in any way moving forward please get in touch by email, phone or chat.

Regards,

