



Whiteboard & Pinboard Return Policy

Thank you for your order and supporting Whiteboards and Pinboards.

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.

Warranty will not be honoured if items are handled improperly. 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 only.

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 re-stocking fee of 20% of the original purchase price and re-delivery 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, please repeat this process twice with a twenty minute waiting period between cleans to ensure the writing surface is prepped for optimum performance.

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

Regards,

