



# **BrandStand Limited**

## **Lifetime Warranty**

BrandStand extends a limited warranty to the structural components and accessories of its products.

BrandStand warrants their products for the lifetime of each product against manufacturer's defects in materials and workmanship. Products carry the warranty specified for that category.

All accessories manufactured by BrandStand, including bags, lights and shipping cases, are subject to a warranty period of one year from the date of purchase against manufacturer's defect in materials and workmanship.

The conditions of the warranty are: Products shall have been subject to only normal use and service and shall not have been misused, neglected, altered, improperly set up or otherwise damaged; and, there shall be no evidence of tampering or deliberate misuse or destruction. UPS packaging standards should be maintained, see Freight Damage.

Defects to BrandStand products will be determined solely by BrandStand America and not by any representative, distributor or dealer of, or for the company. Upon determination of a defect, BrandStand's sole obligation will be to repair or replace the defective part with same or similar product.

Any claim against BrandStand for defects in materials or workmanship must be in writing. BrandStand must authorize the return of any alleged or defective part before it is returned. The party making the claim must prepay all shipping and transportation costs. BrandStand will not accept charges for parts purchased unless the conditions of the warranty have been satisfied.

BrandStand reserves the right to substitute, discontinue, alter or modify any product or part thereof, at any time without prior notice. In such cases BrandStand may, at its sole discretion, substitute the warranted product.

No BrandStand representative, distributor or reseller is authorized to assume for BrandStand any other obligations or liabilities in connection with the product, or alter the terms of this warranty in any way.

BrandStand shall not be liable for damages, including special, incidental or consequential damages arising out of or in connection with the performance of a BrandStand product or its use by the owner.

Non-BrandStand made products carry the warranty extended by their manufacturer.

**Printing:** Dye-sub prints are warranted against fading for 6 months

**Custom built products:** These panels should arrive in new, good working condition, but does not carry the standard BrandStand Limited Warranty.

**Accessories and Consumable Products:** These products are warranted against manufacturer's defects in material and workmanship and should arrive to you in a new, good working condition.

Examples of products that fall into this category are Bags, Zippers, Light bulbs, Shelves, Brackets, Wraps, Tape, spare screws, Velcro tape, and other similar products added to the BrandStand product line.

**Podium Tops:** Wooden tops are made of wood. Inherent in this material is varying color and pattern as well as some minor "strikes" or "scratches". Podium tops are guaranteed to arrive in new, good working condition.

## **RETURN POLICY**

Verify each shipment immediately upon receipt against BrandStand's packing list to ensure accuracy. If a discrepancy is found, please contact the BrandStand Customer Service Department immediately. BrandStand accepts an even price exchange of standard products within 10 working days from delivery from a BrandStand warehouse with no restocking fees.

Should a return be requested of unused product for any reason other than a warranty matter, 10 days or more after the shipping date; contact BrandStand Customer Service Department for a determination if BrandStand will accept the desired return. BrandStand will carry out a full inspection of products before deciding whether or not to accept the return. All returns of this nature are subject to a 25% restocking fee. Returns are not accepted more than 30 days after the shipping date.

**Freight Damage:** Products arriving damaged in shipping is a 'non-warranty issue' and claims must be made to BrandStand Customer Service Department within 3 business days of receiving product. Digital photos may be required to document damage to the shipping container and/or product. Please be sure to sign for the package(s) as 'damaged'. Upon authorization to return the damaged product, all returns must be made to BrandStand within 30 days of delivery.

**Standard Warranty:** Should a problem be experienced with a BrandStand product within its given warranty period, please contact the BrandStand Customer Service Department to determine the nature of the product failure and to establish an adequate solution. If a return for repair is needed, returns must be made within 30 business days of the Return Authorization (RA).

**Order Cancellation:** Order cancellations must be made in writing with receipt of the

cancellation confirmed. Cancellation of a production order for which BrandStand has produced or ordered raw materials may result in BrandStand fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/sale price.

**BrandStand International**

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