

Push Around Series

WARRANTY POLICY & PROCEDURE

Pop-Up Products Limited ("PUPL") provides this warranty for its **Push Around** series subject to the information provided below. The **Push Around** products include the **Pro** series and **Eco** series as well as the original **Pop Up** and **Pop Up+**

The warranty

- **PUPL** warrants each new **Push Around** series machine manufactured and sold by it, to be free from defects for a period of one (1) year from date of delivery to a Customer.
- The warranty of **Pop-Up Push Around** series products is limited to parts replacement only (subject to the exclusions section below) and excludes costs associated with any work performed on the machine

Making a Claim

- The customer must notify the PUPL service and warranty partner, IPS of any potential warranty claim, IPS will provide the customer with a unique Warranty Reference Number (WRN).
- The customer must complete and return to IPS a Warranty Claim Form before any replacement parts are delivered to the customer. This form can be downloaded from the PUPL website or obtained from IPS.
- Once IPS are satisfied that the warranty claim meets the warranty criteria they will arrange to deliver the replacement part(s) to the customer on a free of charge basis.
- All defective part(s) replaced by the customer as part of a warranty claim should be kept at their premises for a minimum period of 90 days, so that if required, IPS can undertake an inspection of the part(s) or request that the defective part(s) is returned to IPS/PUPL for further investigation.

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Warranty Exclusions

- Non-original parts supplied from sources other than PUPL or IPS.
- Misuse or improper operation.
- Lack of maintenance and checks as detailed in the Pop-Up Manuals and Instructions on the machines.
- Machines that have been altered without the written permission of PUPL.
- Electrical failures due to loose wiring, corrosion & poor maintenance.
- Defects caused by corrosion from outside sources e.g. chemical type spillages.
- Motor brushes, oils, lamp bulbs, lamp lenses, 'O' Rings and lubricants.
- PUPL makes no warranties which extend beyond the description of this limited warranty. PUPL makes no implied warranty of merchantability or fitness for a particular purpose and disclaims all liability for incidental or consequential damages, including but not limited to injury to persons or property.

For claims please contact IPS:

IPS

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Fax +44 (0) 1952 677 216

Email popupwarranty@ips-ltd.biz

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