



IQ LIFT

WARRANTY POLICY & PROCEDURE

THE WARRANTY:

The warranty of the IQ Lift range is limited to parts replacement only (subject to the exclusions section below) and excludes costs associated with any work performed on the machine.

PRO IQ SERIES:

Pop Up Products warrants each new Pro IQ series manufactured and sold by it, to be free from defects for a period of two (2) years from date of delivery to a Customer.

WARRANTY EXCLUSIONS:

- ✗ Faults arising from use of non-standard or additional parts.
- ✗ Misuse or improper operation.
- ✗ Lack of maintenance and checks as detailed in the Pro IQ Manuals and Instructions on the machines.
- ✗ Machines that have been altered without the written permission of Pop Up Products.
- ✗ Electrical failures due to loose wiring, corrosion & poor maintenance.
- ✗ Defects caused by corrosion from outside sources e.g. chemical type spillages.
- ✗ Batteries, Motor brushes, oils, lamp bulbs, lamp lenses, fuses, 'O' Rings and lubricants.
- ✗ Pop Up Products makes no warranties which extend beyond the description of this limited warranty.
- ✗ Pop Up Products 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.

MAKING A CLAIM:

- ✓ The customer must notify, Pop Up Products of any potential warranty claim, PUPL will provide the customer with a unique Warranty Reference Number (WRN).
- ✓ The customer must complete and return to Pop Up Products a Warranty Claim Form before any replacement parts are delivered to the customer. This form can be downloaded from the Pop Up Products website.
- ✓ Once Pop Up Products 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, Pop Up Products can undertake an inspection of the part(s) or request that the defective part(s) is returned to Pop Up Products for further investigation.