

Limited Lifetime Warranty on Expand Products

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

Expand 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 Expand, including front runner and Velcro® panels, bags, lights, cassettes 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 Expand products will be determined solely by Expand International and not by any representative, distributor or dealer of or for Expand International. Upon determination of a defect, Expand's sole obligation will be to repair or replace the defective part with same or similar product.

Any claim against Expand for defects in materials or workmanship must be in writing. Expand 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. Expand will not accept charges for parts purchased unless the conditions of the warranty have been satisfied.

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

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

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

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

Graphic and front runner and Loop Nylon Panels: All prints are warranted against fading for 6 months. Laminated ink jet panels are warranted against de-lamination for 12 months with the exception of obvious mishandling (for example folding of panel).

Expand XStand: This product has a one year warranty against manufacturer's defect in material and workmanship. The adhesive corner plates are expressly excluded.

Expand VenueTent: Limited 5 Year Warranty: The Expand VenueTent comes with a warranty against defects in materials or workmanship for five years from the date of purchase. This warranty does not protect against shipping damages or normal wear and tear caused by usage.

6 Month Warranty on canopy prints.

Expand VenueTent Pro: Limited Lifetime Warranty: The Expand VenueTent Pro comes with a limited lifetime warranty against defects in materials or workmanship from the date of purchase. This warranty does not protect against shipping damages or normal wear and tear caused by usage.

6 Month Warranty on canopy prints.

Custom built products: These products should arrive in new, good working condition, but do not carry the standard Expand Limited Warranty.

Accessories and Consumable Products: These product 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; panel stiffeners, bags, zippers, light bulbs, shelves, brackets, showcases, wraps, tape, spare screws, Velcro® tape, skirting to podium case and other similar products added to the Expand product line.

Podium Tops: Wooden tops (including the Aluminum surfaced top) 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 Expand's packing list to ensure accuracy. If a discrepancy is found, please contact the Expand Customer Service Department immediately. Expand accepts an even price exchange of standard products within 10 working days from delivery from an Expand warehouse with no restocking fees.

Should a return be requested for any reason other than a warranty matter 10 days or more after the shipping date, contact Expand's Customer Service Department for a determination of whether Expand will accept the desired return. Expand 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'. Claims must be made to the Expand Customer Service Department within 3 business days of receiving the product. Please be sure to sign for the package(s) as 'damaged'. Upon authorization nto return the damaged product, all returns must be made to Expand within 30 days of delivery.

Standard Warranty: Should a problem be experienced with an Expand product within its given warranty period, please contact the Expand 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 product order Expand has produced or ordered raw materials for may result in Expand fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/sale price.

Expand International of America, Inc.

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