

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 iQ series, Pro series and Eco series.

The warranty

- 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.

Pro iQ Series

- PUPL warrants each new Push Around series machine manufactured and sold by it, to be free from defects for a period of two (2) years from date of delivery to a Customer.

Eco and Pro Series

- 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.

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 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.
- Batteries, Motor brushes, oils, lamp bulbs, lamp lenses, fuses, ‘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.

Making a Claim

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

For claims please contact PUPL:

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