



Source One Alliance P/L – 21 095 953 745
Trading As - **Whiteboards R Us**
38 Nicholas Drive Dandenong South Vic 3175
paul@whiteboardsrus.com.au

Warranty Information.

When used in a school environment or corporate/professional environment, Whiteboards R Us warrants products under normal use and service, to be free from defects in materials and workmanship for the period of warranty provided for each product described from the date of shipment to the Customer. Whiteboards R Us warrant the whiteboard surface and its manufacture for a period of 3 years.

Where intentional miss-use and abuse are caused to the writing surface such as dents which lead to surface chipping, the warranty is void.

Whiteboards R Us will, without charge to the Customer, promptly repair or replace, at its option, any products which are determined to be defective within this warranty and which are returned to Whiteboards R Us provided:

- (1) The Customer shall have notified Whiteboards R Us of any alleged defect within the warranty period.
- (2) The product has not been damaged, subject to misuse, altered or repaired or improperly maintained/installed by the Customer or others in a manner which Whiteboards R Us reasonably determines to have adversely affected performance or reliability.

Whiteboards R Us' liability hereunder is limited to the repair or replacement of the defective product and does not include any labour related to the subsequent installation thereof.

The warranty is conditional, based on the location and environment of the whiteboard. This includes sites where there is a large differential in temperature during the day and night, excessive heat caused by direct sunlight on the whiteboard surface, excessive humidity, as these factors can cause rapid expansion and contraction of the whiteboard's substrate, which leads to warping and or delamination of the whiteboard surface.

** The 937-Low Gloss (matt projection) surface are best for all projectors including interactive projection usage with minimal whiteboard functionality. Being a matt finish, the dry erase ability of the surface is not as effective as 946 -High Gloss surface offered. The 937 Low gloss will require an increased use of whiteboard cleaning fluids and more regular cleaning to maintain its original appearance.

The above warranties extend solely to Customer and all warranty claims must be generated by the original Customer.

Repair or replacement of component parts shall not extend nor decrease the Equipment warranty, with the exception of the warranty period, repairs are warranted for 30 days, new products terms and conditions apply.



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Product warranties are subject to the specific supplier's warranty clause. Whiteboards R Us cannot be liable for supplier warranties and Customers will need to initiate enquires to the supplier directly for any warranty claim.

THE WARRANTIES CONTAINED IN THIS CLAUSE ARE IN LIEU OF ALL OTHER WARRANTIES (OTHER THAN NON-INFRINGEMENT AS HEREINAFTER PROVIDED) EXPRESS, IMPLIED OR STATUTORY, INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY.

Claims and authorised returns.

The Customer must notify Whiteboards R Us in writing if the products are defective in whole or in part within 7-days after the date of delivery.

Customers shall not return any Whiteboards R Us product for credit, exchange or otherwise without the prior issuance by Whiteboards R Us of a Whiteboards R Us Return Authorisation.