

# warranty

## Corkboard

Our corkboards are supplied with an exceptional 8-year warranty.

### Care Instructions

The cork surface is a natural material manufactured from the Cork Oak tree, so it is a renewable source. It is non-woven and pressed together, providing natural variations in colour and consistency. There may also be natural colour shade differences between corkboards.

It will colour with age and should not be cleaned by the use of scouring creams, powders, pads, acids, industrial thinners, gum or paint removers etc. Such items may strip or impair the cork surface.

### What is not covered by this warranty

The warranty does not apply to:

- Damage caused by accident, abuse or misuse, that may arise from handling and installation e.g. scratches, dents or 'bubbling' of the surface.
- Inappropriate cleaning of the cork surface. Such inappropriate cleaning would include but would not be limited to: the use of scouring creams, powders, pads, acids, industrial thinners, gum or paint removers. Such items may strip or impair the cork surface.
- The manufacturer (Visionchart) nor any affiliate shall be liable for any special, incidental or consequential damages caused by the use or misuse, or inability to use the product.

### Making a Warranty Claim and returning a product

This warranty is limited to the actual pinboard. The warranty provides that the manufacturer will replace the defective product and supply a new item of the same size in return. The product will be supplied to the dealer where you originally purchased the product.

In proceeding with your warranty claim you or your supplier must obtain a RAN (Return Authorisation Number) from our office. This RAN must be attached to the goods when returned to your supplier. The RAN must also specifically mention the purchase date, so please keep a copy of your invoice. This is your warranty validation record.

New boards supplied under this RAN will be delivered to the supplier where you purchased the product. It is your responsibility to organise delivery from this point.