

# Pull-Up Banner Warranty

At Mediapoint, we're committed to quality. While pull-up banners are designed for reliable indoor use, we understand issues can occasionally arise. Below is our warranty policy for our **Standard** and **Premium** models

## What's Covered

We offer a replacement warranty on manufacturing faults under the following conditions:

- **Base or Pole Damage:** Must be reported within 3 business days of delivery.  
 > Please include clear photos of the damaged area (close-up + full view if possible).
- **Print Defects** (e.g. mis-cuts & scratching): Must be flagged within 3 business days of delivery.  
 > Include a photo of the full print and a close-up of the defect.
- **Pull-Up Mechanism Failure:** Covered for up to 3 months from the delivery date.  
 > Provide a photo or short video showing the issue when extending the stand.
- **Transit Damage or Missing Items:** Must be reported within 3 business days of delivery with photo evidence.  
 > Show damaged packaging, any damaged items, and label the missing part(s).

**Note:** We do not stock spare parts for stands, but feel free to ask – if we have components available, we'll try to assist.

## What's Not Covered

The warranty does not cover the following issues:

- **Outdoor Use:** Any weather-related damage (e.g. wind, rain, UV exposure) voids the warranty
- **User Damage:** Includes dropping, incorrect setup, or mishandling by the end user.
- **Modifications or Repairs:** Any unauthorised attempts to modify or fix the product.
- **Print Issues from Supplied Artwork:** Includes low-resolution files, missing bleed, or poor file setup.  
 > **Tip:** Always follow artwork guidelines to avoid these issues.
- **Colour Issues:** Colour variations are not covered.  
 > For colour-critical jobs, request a production sample before placing full orders.
- **Normal Wear and Tear:** General ageing or scuffing from regular use is not covered.
- **Lost Parts:** Missing pieces like poles, end caps, or bags are not included in warranty.
- **Cosmetic Issues:** Marks like scuffs or surface scratches that do not affect function are excluded.
- **Tearing or Print Pull-Out:** Often caused by incorrect installation or improper use (e.g. pulling hard, outdoor exposure, wind damage).  
 > **Tip:** Angle and raise stands gently during setup to prevent this.

## Customer Responsibilities

Inspect your delivery upon arrival and report any issues within 3 business days.

For mechanical issues, claims must be made within 3 months of the delivery date.

Only stop using the banner if it is unsafe or completely non-functional.

Provide all required proof promptly to enable a smooth resolution.

## What We'll Do

Depending on the issue:

- We'll supply a replacement unit or part (where available).
- Shipping costs for replacements may be covered at our discretion.
- If parts are missing due to user loss (e.g. lost pole), we may offer them at cost if stock is available.
- Refunds are not offered; reprints or replacements are the only resolution method.

## Warranty Period

- **Pull-Up Mechanism Warranty:** 3 months from delivery date.
- **All Other Issues:** Must be reported within 3 business days of delivery if part of warranty above.
- Applies equally to Standard and Premium models.

If you need to lodge a claim or have questions, please email us at [trade@mediapoint.com.au](mailto:trade@mediapoint.com.au) with the required information.