



Pop-Up Products Limited ("PUP") provides a parts only warranty for 12 months from the date of delivery of a **Pop-Up** or **Pop-Up+** machine to the customer (subject to the exclusions listed below).

Warranty Claim

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

Warranty Exclusions

- Non-original parts supplied from sources other than PUP or IPS.
- Misuse or improper operation.
- Lack of maintenance and checks as detailed in the Pop-Up Handbook and Instructions on the machines.
- Machines that have been altered without the written permission of PUP.
- Electrical failures due to loose wiring, corrosion & poor maintenance.
- Defects caused by corrosion from outside sources e.g. chemical type spillages.
- Any consequential or special damages which any party incurs as a result of any defect in the product.

For claims please contact our warranty partner

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