



Thank you for choosing iLead Branding.

Your Frame or Hardware warranty:

We offer a 12 month warranty on all frame hardware deemed defective. (Please note warranty exclusions below)

Your branded fabric warranty:

Total replacement of the fabric banner deemed defective within 3 months of the purchase date. This excludes all non-coated and hybrid products. Should there be a colour fade within 3 months, iLead Branding will replace any banner that has excessive colour fading damage.

We remind you also that all inks fade on paper or fabric. Several factors play a role in the fading of ink:

- The UV from the Sun eventually burns through any protective coat.
- Where you store your product; we advise a dry cool place.
- Never store folded when wet or damp.
- Never wash with harsh chemicals.

Time on repairs, whether it is on warranty or invoiced for:

iLead Branding will repair the defective unit within 10-12 working days after being booked in. You will be notified when the booking has been done and also when it is finished. Should some repairs not fall in warrantee, the goods will not be dispatched before proof of the outstanding payment has been confirmed by the iLead Branding representative.

Warranty Exclusions:

Please note that any and all warranty exclusions are at the final discretion of iLead Branding, once the units have been under examination to determine how damages occurred.

Please note that claims will immediately be excluded in instances where:

- Damage to the unit was caused by negligence or misuse.
- The operating and set-up instructions were not correctly followed.
- The unit was exposed to extreme winds or other damaging weather circumstances.
- The unit was fitted or secured using "self-made" devices or methods.

How to claim a repair on your iLead Branding Product:

Please inform us about the damaged unit and send us your invoice stating the date of purchase, so that the unit can be booked in. If you are unable to bring the unit in, we will gladly make courier arrangements on your behalf. Please note that these couriers cost are not FREE nor included with the warranty claim. Once booked in, your unit will undergo examination and you will be sent a quotation for the repairs. All components under warrantee will be Zero on the invoice.

Please visit our website www.ileadbranding.co.za for all our trading terms and conditions.

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