

## Return Policy

All orders from Display U may be returned within three days of receipt for a full refund with the exception of the products listed below. In order to return or exchange (under the warranty guidelines described below) all or part of your order, you must contact us for a Return Merchandise Authorization number (RMA#). You must email [info@displayu.com](mailto:info@displayu.com) to obtain an RMA# from an Display U representative.

All returned merchandise must be returned unused in the original packaging including manuals, accessories, cables, etc. with the authorization (RMA#) clearly printed on the outside of the package. Return requests must be made within three days of the receipt date, and all items must be landed at our warehouse within ten days of the return request. All free items must be returned together with purchased items in order to receive a full refund. Any shipping and/or handling charges on the original order cannot be refunded. At our discretion, we may levee a restocking fee up to 25% of the cost of items returned. Any vouchers or gift certificates earned by a returned order will be voided, and the voucher amount will be charged to any order to which it was applied.

Display U is not responsible for shipping costs or damage on returned items. Units to be returned should be packed carefully. Please be advised that packages sent by normal US Postal Service cannot be tracked to ensure delivery. Since Display U cannot provide credit for a return without confirming its receipt, we recommend that you use a delivery service that can be tracked and or insured.

## Product Exceptions to Return Policy

Customized product orders do not apply to the return policy stated above. Customized items include but are not limited to any graphics, customizable color panels, or special order items. Customized items will not be able to be returned. All items listed on this website are considered non-stock unless otherwise stated in the item description as "stock-item." When an item indicates a "Y" under the "In Stock" status, this does not indicate whether an item a stock item or a non-stock item. This is just a indicator whether the item can be shipped or not. If there is any question as to whether the product can be returned or not, please call (866) 527-5552 ext.3, and ask a Display U representative.

## Limited Lifetime Warranty

Display U provides a limited lifetime warranty on the following items: Pop-Up Display pop-up frames against manufacturing defects in materials and workmanship during normal use. All repairs needed that coincide with this limited lifetime warranty policy will be done at no charge with the exception of shipping and handling charges. This warranty does not extend to any Display U products which have been subject to misuse, neglect, accident, incorrect wiring or used in violation of operating instructions furnished by us, nor extend to any units altered or repaired for warranty defect by anyone other than Display U. This warranty does not cover any incidental or consequential damages and is in lieu of all other warranties expressed or implied and no representative or person is authorized to assume for us any other liability in connection with the sale of our products. Some states do not allow limitations on how long an implied warranty lasts, and/or the exclusion or limitation of incidental or consequential damages so the above limitations and exclusions may not apply to the original CUSTOMER. This warranty gives you specific rights and you may also have other rights, which vary, from state to state. If you have any questions concerning this warranty call (866) 527-5552 ext.3

## Graphics & Customized Products

All graphics and customized product orders claims must be reported within twenty-four hours of receipt of merchandise. All claims are to include any such discrepancy between the approved proofs that were sent via email and the merchandise that was received. These claims should only be for discrepancies of the printing and not the materials. All claims must be made in writing within twenty-four hours from the time of receipt of merchandise and should be directed to [info@displayu.com](mailto:info@displayu.com). All claims made after the twenty-four hour period of receipt of merchandise will not be honored.

All printed graphics orders are to be cared for very carefully. Display U must make the warning that all graphics purchased must be rolled with the graphic side of a graphic outward. If you need further help with an explanation of this, please contact an Display U representative at (866) 527-5552 ext.3. If this careful instruction is not followed, then delamination will most likely occur and Display U accepts no responsibility for any such damage to graphics.

All graphics purchased from Display U are considered final sales. There is no warranty or refund period for graphics purchases. Please follow the claims policy as stated above for any claims issues.

## Change Orders & Order Cancellations

All change orders must be made in writing to [info@displayu.com](mailto:info@displayu.com). Any verbal change orders will not be accepted. Change orders include but are not limited to changes in shipping addresses, changes in order timeframes, or changes in products purchased. All change orders are subject to additional charges or refunds when applicable. All change orders are subject to a restocking fee up to 50% of the retail value of the goods when applicable. All payments for change orders must be paid in full for a change order to be accepted and moved onto the next step in production or shipping.

All order cancellations must be made in writing to [info@displayu.com](mailto:info@displayu.com). When an order is cancelled after the order has been placed, the order may be subject to cancellation charges which will be deducted from the refunded amount. If an order is completed and shipped, no order cancellation will be accepted. All order cancellations are subject to a restocking fee up to 75% of the retail value of the goods. The following are some examples of circumstances where restocking fees would apply: customized graphics have been put into production, or products have been pulled from stock shelves to fulfill order.

If you need help figuring out your applicable fees associated with a change order or order cancellation, please contact an Display U representative.

## Damages

This site could include technical or other mistakes, inaccuracies or typographical errors. Display U may make changes to the materials and services at this site, including the prices and descriptions of any products listed herein, at any time without notice. The materials or services at this site may be out of date, and Display U makes no commitment to update such materials or services. Display U assumes no responsibility for errors or omissions in the information, documents, software, materials and/or services which are referenced by or linked to this site. References to other corporations, their services and products, are provided "as is" without warranty of any kind, either expressed or implied. In no event shall Display U or its suppliers be liable to you or any third party for any special, incidental, indirect or consequential damages of any kind, or any damages whatsoever, including, without limitation, those resulting from loss of use, data or profits, whether or not Display U has been advised of the possibility of such

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### **Indemnity**

You agree to indemnify and hold Display U, and its subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of content you submit, post to or transmit through this site, your use of this site, your connection to this site, your violation of the rules, or your violation of any rights of another person or entity. You agree to indemnify, defend and hold harmless Display U its officers, directors, employees, agents, licensors, suppliers and any third party information providers to this site from and against all losses, expenses, damages and costs, including reasonable attorneys' fees, resulting from any violation of these rules (including negligent or wrongful conduct) by you or any other person accessing this site.

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**Shipping**Display U will not be held liable for any delays in the shipping of products. The lead times indicated on this website are only estimates. These estimates should not be misconstrued as actual amounts of time for production. Display U will also not be held liable for any third party carrier delaying in the delivery of products. All claims must be processed directly with the third party carrier. Display U will honor its return policy for products that are not received in a customer's expected time frame. However, please review the Return Policy and Product Exemptions to Return Policy to make sure your order can be returned.

All international shipments are subject to additional fees such as duties, taxes and customs clearance fees. These fees are the responsibility of the client. In the event that these fees are charged to Display U, these fees will be paid on behalf of the client and in turn will be billed to the client. The credit card that was used to place the order will be charged for these additional fees.

**Limitation of Liability**You expressly understand and agree that Display U shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if Display U has been advised of the possibility of such damages), resulting from: 1. The use or the inability to use the site; 2. The cost of procurement of substitute goods and services resulting from any goods, data, information or services purchased or obtained or messages received or transactions entered into through or from the site; 3. Unauthorized access to or alteration of your transmissions or data; 4. Statements or conduct of any third party on the site; or 5. Any other matter relating to the site. In no event will Display U be liable for: 1. Any incidental, consequential, or indirect damages (including, but not limited to, damages for loss of profits, business interruption, loss of programs or information, and the like) arising out of the use of or inability to use the service, or any information, or transactions provided on the service, or downloaded from the service, or any delay of such information or service. Even if Display U, or its authorized representatives have been advised of the possibility of such damages, or 2. Any claim attributable to errors, omissions, or other inaccuracies in the service and/or materials or information downloaded through the service. 3. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. In such states, Display U's liability is limited to the greatest extent permitted by law.

## Comments or Questions

For Comments or Questions concerning this Legal Statement please contact us using any of the following methods:

Toll-Free: **1.866.527.5552 ext.3**

Post: **Box 905, Coaldale, AB,  
Canada, T1M 1M8**

Email: **info@displayu.com**