

Commercial Magnetic Whiteboard

Our commercial whiteboards are supplied with an exceptional 8-year warranty.

Care Instructions

All whiteboards need cleaning on a regular basis. All whiteboards 'ghost' from time to time. 'Ghosting' refers to the feint outline of writing that may still be visible after erasing. This is not a fault and is easily removed with approved cleaning fluid and/or erasers (such as our 'Magic Wipe' cleaning cloth). Use quality whiteboard pens as inferior pens may damage the board, voiding your warranty. These days many suppliers have no regard to cheap pens and their effect on whiteboards. You may request a copy of our 'How to clean your Whiteboard' PDF which can be emailed to you.

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 whiteboard 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 whiteboard surface.
- Whiteboard pens 'ghosting' on the surface. Ghosting is not evidence of a faulty surface. Ghosting may be caused by a variety of conditions, most of which are external. Ghosting is generally removed successfully with approved whiteboard cleaning methods.
- Inappropriate use of permanent marker pens.
- The manufacturer (Visionchart) nor any affiliate shall be liable for any special, incidental or consequential damages cause 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 writing surface of the board. 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.