

Felt Pinboards

Our feltboards are supplied with an exceptional 12 month warranty.

Care Instructions

The felt surface is a natural material manufactured from wool, so it is a renewable source. It is non-woven and is pressed together under heat and pressure, providing natural variations in colour and consistency. There may also be colour shade differences between feltboards of the same colour. This is caused during the colour dye process. We endeavour to ensure a consistency of colour but cannot always guarantee this. A colour differential is not evidence of a product fault.

The Feltboard's colour may fade with age, particularly if they are in direct sunlight. They should not be cleaned by the use of scouring creams, powders, pads, acids, industrial thinners, gum or paint removers etc. Such items may strip or impair the felt surface.

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 feltboard 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 surface.
- 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.
- The frame

Making a Warranty Claim and returning a 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.