



ATTENTION

We strongly suggest that you setup your display upon receipt. While we endeavor to ship you a perfect item, unfortunately freight damage does occur. Any replacement parts or missing items will be shipped via FedEx ground at our expense. We will be happy to ship any replacement parts or missing items by an expedited method on your account.

Warranty Information

We stand behind our products. All of our displays are covered under warranty to be free from defects in hardware material and workmanship if properly used under normal conditions. Under this warranty we are limited to correcting or replacing, at our discretion, any hardware or parts that shall be returned to us. This warranty shall not apply to any products that must be replaced because of normal wear, that have been subject to misuse, negligence, improper installation or accident, or that have been altered by someone other than DisplayStar. Any units damaged during shipping or transportation will be covered by us, if ship on our account. Any units damaged during shipping or transportation on an account other than DisplayStar's will be the responsibility of the carrier. Our pop-up display units feature lifetime warranty on the pop-up frame.

Returns

All orders from DisplayStar may be returned within three days of receipt for a full refund with the exception of special order products and graphics. In order to return or exchange all or part of your order, you must contact us for a Return Merchandise Authorization number (RMA#). Please call us at 866-864-2831

All returned merchandise must be in the original packaging including instructions, accessories, lights, etc. Any shipping and/or handling charges on the original order cannot be refunded. At our discretion, we may levy a restocking fee of 25% of the cost of items returned. DisplayStar is not responsible for shipping costs or damage on returned items. Units to be returned should be packed carefully. Returns on Popup Displays sold with free freight will incur a \$65.00 return fee to cover the outbound freight cost

GRAPHICS, EXHIBITION DRAPES AND TABLE SKIRTS ARE PRODUCED TO ORDER AND CANNOT BE RETURNED.

Defective Policy

We have found that we have very few defective display products but unfortunately it does happen. In the event you receive a defective product we will send you a pre-paid FedEx Ground return label for repair/replacement of the item and/or may send you replacement components. We may require pictures of the problem/issue prior sending you a label and/or component. Defective items returned to us for a refund will fall under the Return Policy and will be subject to the return fees listed under the Return Policy.