

PAPERWALLS

5-Year Warranty & After-Service Support

Wallpaper printing and installation

Our responsibility doesn't end with installation. Paperwalls provides 5-year after-service support, covering eligible printing and installation defects, subject to the terms below.

5 YEARS

AFTER-SERVICE WARRANTY

We will inspect a reported issue and, where it is covered, arrange the appropriate repair or replacement of the affected wallpaper portion.

WHAT IS COVERED

- **Blurred printing:** Abnormal blur or loss of clarity caused by a printing defect.
- **Printing defects:** Visible print errors, patches, lines or other manufacturing defects.
- **Incorrect colours:** Significant colour mismatch against the approved design, beyond normal printing variations.
- **Installation defects:** Wallpaper incorrectly installed by the Paperwalls team.
- **Peeling edges:** Edges lifting due to an installation or adhesive issue covered by the warranty.
- **Bubbles:** Bubbles caused by a covered installation defect.

WHAT IS NOT COVERED

- Changes in personal preference, design choice or colour preference after the design has been approved.
- Differences caused by screen settings, lighting or normal material variations.
- Damage caused by moisture, wall seepage, rough handling or other external factors.

HOW TO REQUEST SUPPORT

Contact Paperwalls if you notice a potential covered issue. We will inspect the issue and determine the appropriate repair or replacement in line with the warranty terms.

Paperwalls

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Please keep your order details and approved design/reference available when requesting support. This document describes the coverage stated by Paperwalls; confirm any order-specific terms with your order.