

WARRANTY TERMS AND CONDITIONS

In principle, our products last a lifetime. That is, when the following conditions are met:

1. The letters are appropriately-designed and installed in the correct application, not including severe climatic conditions or other unforeseen circumstances, and
2. The products are installed by professionals, under required conditions, and properly maintained, during their life time.

Warranty Information:

The Signage Factory (TSF) agrees to warrant our products as outlined below:

1. Full Warranty:

Products – 24 months from shipping date

- a) Premium Fabricated Letters
- b) Standard Fabricated Letters
- c) Acrylic Fabricated Letters
- d) Flat Cut Letters
- e) Solid Acrylic Letters
- f) 3D Printed Letters
- g) Neon Flex Signs
- h) Chystal Neon Letters
- i) Plug & Play Systems
- j) Blade Signs
- k) Plaques and Name Plates

This includes Construction Material, Construction, LED's, Power Supplies, Paint, Film and Printed Film and our Workmanship.

This does not include any demounting or re- installation costs and related costs.

Any post-warranty period work will be negotiated between TSF and the Customer, depending on the circumstances involved.

Notes:

We may send replacement parts, or may request you to ship the letters back to the factory for rework, at our expense. We require you not to attempt to fix the letters yourself. We ask you to communicate with us first, to determine the best resolution and approach for both of us.

Any attempt to fix or modify the letters yourself, without prior consent by TSF, will void Warranty.

- If applicable, replacement parts will be provided by us free of charge and sent to your Facility. You will be responsible for installing the parts. In case parts are fixed in our Facility, we will be responsible for the transportation costs incurred between your Facility and ours, and all repair costs in our Facility. In this case, we will arrange and coordinate transportation at our expense.

- We may request you to send faulty Power Supplies or LED modules back to us.
- We also advise that Acrylic will fade over time when exposed to the elements. Our Acrylic is manufactured in Thailand, considered to have one of the harshest UV environments on the planet. Therefore, all our Acrylics are considered to be well UV protected, yet over time colors will fade. We therefore recommend you have us apply a 3M cover film over an Opal Acrylic in the face of your signage.

Warranty Conditions:

Any form of obvious shipping damage shall be reported by email to TSF within 48 hours of delivery of the goods.

Where there is no obvious signs of shipping damage to the packages, TSF allows 5 days from receipt off goods to check sign functionality and appearance.

The above Warranty Conditions apply only as far as to the shipping destination described on your order with TSF. Any forwarding beyond the described destination will not be covered in this instance.

As our goods require careful handling, and are easily damaged, damages reported after the 48 hours and 5 days periods are no longer considered TSF's responsibility. In that case, all costs concerning replacement of damaged goods will be at on the expense of the client.

It should be noted that TSF does not accept any claims from You or Installers for compensation due to any warranty technicality. We will not agree to be part of any contract where Penalty Clauses are presented where damages could be incurred.

Shipping Damage:

TSF ships hundreds of thousands of letters per year around the Globe. Each letter is packed individually and with the greatest of care. Despite this, there is a very small chance of letters getting damaged during transportation, due to the handling of the packages during transportation.

For a customer to claim shipping damage it is important to follow below instructions precisely. Failure to follow this procedure might cause the customer to lose the right of claiming the damage later. Any obvious form of shipping damage shall be reported by email to TSF within 48 hours of delivery of the goods. There are various grades of possible shipping damage. Below are the instructions of how to handle in each case. Upon receipt of the goods, packaging shall be inspected by the receiving person.

Packaging shows no damage:

In the case the letters are damaged and the packaging does not show any damage, pictures shall be taken of the packaging. Pictures shall also be made of the damaged letters. An email shall be sent to TSF, explaining which letters are damaged and to what extent, along with the pictures of undamaged packaging and damaged letters, within 5 days after receipt of the goods.

Packaging shows minor damage:

In the case the packaging shows minor damage, pictures shall be taken of the damaged packaging and a remark made on the shipping documents that the packaging of the goods was damaged upon receipt. On the delivery documents there is a dedicated box to report damage that needs to be checked by the receiving person. A copy of this document shall be made. Where it turns out the letters are damaged pictures shall be made of the damaged letters. An email shall be sent to TSF, explaining which letters are damaged and to what extent, along with the pictures of damaged packaging and damaged letters and a scanned copy of the delivery document, within 48 hours after receipt of the goods.

Packaging shows damage to the extent where it is likely that the goods inside are damaged:

In this case pictures shall be taken of the damaged packaging and the receiver shall request the delivery person to witness opening the packaging. In case there is damage, a document shall be made up and signed by the delivery person. Pictures shall be taken to illustrate the damage of the goods. The document and pictures shall be emailed to TSF within 48 hours after receipt of the goods. **In case the delivery person refuses to witness opening the package, then do not accept the package.**

Packaging shows severe damage and goods are definitely damaged:

In this case the receiver shall refuse to accept the package. He/she shall make pictures of the packaging and make a remark on the shipping documents that the goods are not accepted due to severe transportation damage. The copy of the document and pictures shall be emailed to TSF within 48 hours thereafter.

Delivery Reliability:

Upon order acknowledgement you will receive a scheduled dispatch date. This dispatch date depends on:

- a. our factory occupancy at the time of ordering
- b. the scope and size of the job you are ordering
- c. any special request to expedite shipping of a specific order.

The dispatch date may change due to specific data coming from you or your client after ordering, or a change to the specifications by you. Delays may also occur that are beyond our control.

TSF has a track record for on time delivery around 98%. In many cases we dispatch ahead of the scheduled date. We incur cases where TSF has to wait for specific data coming from you or your client after ordering. Also, from time to time, your clients may request to change the final ordered specifications. Such cases will impact our ability to dispatch on time.

It should be noted that TSF does not accept any claims from You or Installers for compensation due to any delay in dispatch. We will not agree to be part of any contract where Penalty Clauses are presented where damages could be incurred.

Shipping Service:

TSF uses a number of shipping companies and couriers such as UPS, DHL and FedEx to ship your signage to your warehouse. In all these cases your goods are insured until receipt in your facility, as described on your order. Should you arrange your own shipping method then TSF will not take responsibility for any shipping damage incurred during transit from our facility to yours.

Goods delayed during Shipping is completely out of our control. However, we will assist in creating the necessary urgency to see the shipping company moves your order quicker and keep you updated on the progress.

Goods lost during Shipping is very rare and we will take action as soon as it is obvious that the consignment is lost. This will be either to re-issue the signage or offer a full refund. However, should the consignment be lost under your own shipping then TSF will not be responsible and therefore all invoices shall still be met by you.

Expediting service can be negotiated at the time of ordering, with the applicable fee added for this service. However, this service is totally dependent on the production levels in the factory and this alone will determine how much faster an order can be expedited through the factory. Customers should not assume that this service is always available as the factory is usually working at its full potential.

It should be noted that TSF does not accept any claims from You or Installers for compensation due to any delivery technicality. We will not agree to be part of any contract where Penalty Clauses are presented where damages could be incurred.