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## SIGNRESOURCE LIMITED WARRANTY

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### Sign Products Limited Warranty

SignResource offers a Limited parts and labor Warranty covering any defects in materials or workmanship, on all products manufactured by SignResource and properly installed at customer locations, subject to the limitations and exclusions referenced herein. All invoices must be paid in full before any warranty claims can be accepted and all warranty claims must be made within the warranty period, which begins upon the date of product shipment from our plant or date of installation when SignResource has provided the installation and project management.

If product is installed by SignResource, during the first year after the original date of installation, a factory authorized Service Contractor will supply all labor required to correct any warrantable issue with the product. Installed by SignResource means that SignResource has been paid for the installation of the product, provided and installed the product. Installation services are warranted for one year from date of installation. For a period of two years after the original date of installation by SignResource, we will, at our option, repair, replace or issue credit for parts found to be defective by SignResource, after the inspection and return of all defective products to our plant. After the initial 365 days after installation, there is no coverage for any labor charges.

If product is not installed by SignResource, during the first ninety days after the original date of shipment, a factory authorized Service Contractor will supply all labor required to correct any warrantable product issue. SignResource will, at our option, repair, replace or issue credit for parts found to be defective by SignResource, after the inspection and return of all defective product to our plant. Installation services are not warranted when they are not provided by SignResource. For a period of one year after the original date of shipment, SignResource will, at our option, repair, replace or issue credit for parts found to be defective by SignResource, after the inspection and return of all defective product to our plant. During the first year and after the initial 90 days after shipment, there is no coverage for any labor charges.

Power Supplies and HID Ballasts are covered for two years from date of shipment, for replacement parts only. There is no labor coverage for any product or device connected directly to supply voltage, including ballasts, power supplies, transformers, photo and lighting controls.

This Warranty covers only parts and labor, only on those products found to be defective by SignResource, for claims made within the respective warranty period. Parts and labor may only be provided by SignResource under this warranty. Any unauthorized service, repair, removal or reinstallation of the product by another installer will void all warranty coverage. SignResource must be notified promptly, of any warranty claims, within the warranty period, before any service or repair is attempted. Repairs made without authorization will void all warranty. Parts and Labor for claims found not to be warrantable will be billed to the customer and liens may be filed to assure payment for labor and materials in those cases.

Certain other products and components used in the manufacturing of your product may also carry an extended manufacturer's warranty that covers the cost of the replacement product only, but not the labor to replace it. We will assist with the filing of those warranty claims, if any, after the standard warranty period has expired.

All Warranty claims must be made within the specified warranty period. Claims will not be accepted outside of the period.

#### Exclusions

Labor to service signage installed in excess of 30 feet from grade to the bottom of the cabinet is excluded. Excess Labor and travel costs to sites and signage located more than 50 miles from a major metropolitan area is excluded. All retrofit or replacement faces must be hinged.

LED price signs and electronic message centers carry a pass through warranty only, direct from the manufacturer to the end user. SignResource does not warranty these items or cover any labor charges.

As consumables, lamps, bulbs and neon tubes are excluded from any coverage under this warranty. SignResource offers competitively priced maintenance programs to provide a way to handle these issues in a cost effective way.

Ballasts, transformers, power supplies and any other devices connected directly to line voltage are excluded from all SignResource warranty coverage. Most of these electrical devices do carry a manufacturers' warranty that covers replacement of the product only, not labor. We do assist customers in obtaining replacement product under the original manufacturers' warranty.

**SignResource Identity Group - 6135 District Blvd. Maywood, CA 90270** Page 1

Contact Our Warranty  
Service Department at  
1-800-423-4283

warranty.service@signresource.com

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## LIMITED WARRANTY ON EXXON-MOBIL PRODUCT

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### Sign Products Limited Warranty

Contact Our Warranty  
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1-800-423-4283

warranty.service@signresource.com

#### Exclusions

Physical breakage of plastic, glass, lamps, bulbs and tubes is specifically excluded from all coverage under this warranty. This Warranty does not cover any shipping, handling, consequential or other incidental costs or charges. This warranty does not cover damage occurring during shipment, handling or installation. This warranty does not cover any damage resulting from neglect or failure to regularly maintain or clean the signage. This warranty does not cover normal wear and tear or damage resulting from any abuse, misuse or improper installation. This warranty does not cover loss or damage due to windstorm, lightning, hurricanes, earthquake, accident, vandalism, impact, electrical main faults, flying or falling debris, flooding or water damage, fire, explosions, riots, civil disorders, acts of God or any other event beyond the control of the manufacturer.

#### Maintenance

All signage needs to be regularly cleaned and serviced to maintain warranty coverage. SignResource recommends cleaning of all signage at least once a year. Vinyl manufacturers require periodic cleaning to maintain warranty coverage on vinyl faces and at higher frequencies in Gulf Coast and Southwest locations. Maintenance records or other proof of maintenance may be required to obtain warranty coverage

#### Returns

SignResource limits any returns to incorrect shipments, returns for repair or warranty claims. We do not accept any returns for credit, refund or for any other reason. Product may not be rejected or returned without SignResource written approval. All returns must have prior authorization in the form of an RMA number. Neither incoming nor outgoing freight is included in our warranty coverage. Any product that is returned, that SignResource finds to be defective and under warranty, SignResource may at its option, repair, replace or issue credit. Non warrantable product or product found not defective will be returned at the customer's expense or scrapped within 30 days of notification.

#### Limited Warranty, Limitation of Liability and Remedy

**Limited Warranty and Remedy.** Except as provided herein, Seller expressly excludes and disclaims all warranties, expressed or implied, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose, and the warranty which follows is in lieu of any and all other obligations or liability on Seller's part. Seller agrees that for the term specified from the date the product is shipped by Seller, that Seller will, at Seller's option, repair, replace or refund the purchase price, for products which are defective in materials or workmanship or which fail to meet specifications Buyer has provided and have been accepted by Seller. This limited warranty does not extend to conditions causing any claimed defect which are within the control of the Buyer such as misuse, neglect, improper installation, inadequate maintenance, repair or alteration of the product or deterioration or damage to the product due to environment. Nor does said warranty cover accidental or intentional damage to the product.

**Warranty Claims.** Written notice of any claimed defect within the warranty period must be presented to Seller immediately upon Buyer's discovery of the defect and Seller shall be given the right to inspect and test the products claimed to be defective. Seller will provide Buyer with written instructions regarding return of any products to Seller for inspection and testing or for replacement or repair. Buyer agrees it will not return products to Seller without Seller's written authorization and instructions regarding shipment and shall be responsible for all shipping costs relating to these claims. To be valid, any claim of a breach of warranty (including warranty claims relating to replacement parts or products) must be made within the term of the warranty dating from the date the product was originally shipped by Seller.

**Limitation of Liability.** Under no circumstances will Seller be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of profits arising in connection with this agreement or with the use of, or inability to use Seller's products furnished under this agreement. Seller's maximum liability shall not exceed, and buyers remedy is limited to, the repair or replacement of the defective part or product, or at Seller's option, the return of the product and refund of the purchase price. This remedy shall be Buyer's entire and exclusive remedy.

**Shipping Damages.** Shipping damages are the responsibility of the Common Carrier. Seller does not assume responsibility for damage to the product in either the original shipment or during the exchange of the whole or part. The consignee or Buyer must inspect all products immediately upon receipt for damage or defect. Visible damage must be noted on the delivery receipt before accepting delivery. Concealed damage must be reported to the carrier within 48 hours after receipt of the shipment and a concealed damage report requested. The liability of the Seller for shipping damages ceases with the acceptance of a shipment in good order by the carrier. Freight claims must be filed by the Buyer or consignee. Seller will cooperate with the Buyer in providing useful aids in settling claims.