

SIGN AMERICA INC.

“wholesale to the sign industry”

WARRANTY REGISTRATION

TO OUR VALUED CUSTOMERS:

SIGN AMERICA, INC. WARRANTS ITS' SIGNS IN THE FOLLOWING WAY:

OUR SIGNS ARE WARRANTED FOR ONE (1) FULL YEAR ON ALL PARTS.

TRANSFORMERS ARE WARRANTED FOR TWO (2) FULL YEARS FROM DATE ON TRANSFORMER, BY THE TRANSFORMER MANUFACTURER.

*NEON IS WARRANTED FOR LIFE, PROVIDED IT IS RETURNED TO US UNDAMAGED.

*NEON WARRANTY – CUSTOMER LOCATES DEAD NEON UNIT SIGN AMERICA LOCATES PATTERN, MAKES NEW UNIT AND SENDS PROPERLY PACKAGED UNIT TO CUSTOMER WHO IN RETURN SENDS BACK DEAD UNIT IN SAME PACKAGE. IF DEAD NEON UNIT COMES BACK UNBROKEN, CUSTOMER WILL NOT BE CHARGED

*LED'S CARRY INDIVIDUAL LED COMPANY WARRANTIES ANYWHERE FROM 2-5 YEARS

*LED WARRANTY – WARRANTED BY LED COMPANY, NOT SIGN AMERICA.

SIGN AMERICA, INC. DOES NOT WARRANT ANY LABOR CHARGES CONNECTED WITH PART REPLACEMENTS.

PROCEDURE OF CLAIMS DUE TO DAMAGE OR DEFECTIVE PARTS:

DIGITAL PICTURES MUST BE TAKEN IF DAMAGE TO CRATE/BOX HAS OCCURRED.

ALL SIGNS MUST BE INSPECTED WHEN THEY ARRIVE AND ALL SIGNS MUST BE SHOP TESTED BEFORE INSTALLATION.

IF THERE IS BREAKAGE OR DAMAGE IN SHIPMENT, YOU SHOULD IDENTIFY DAMAGE AND CALL IMMEDIATELY, WITHIN 24 HOURS, SO WE CAN (IF NECESSARY) OVERNIGHT THE REPLACEMENT.

IF THERE IS NEON THAT DOES NOT LIGHT AND HAS BEEN INDIVIDUALLY TESTED EXCLUDING ANY TRANSFORMER PROBLEMS, CALL IMMEDIATELY, WITHIN 24 HOURS, SO WE CAN (IF NECESSARY) OVERNIGHT THE REPLACEMENT NEON. WE DO, HOWEVER, ASK THAT YOU RETURN TO US THE DEAD NEON UNIT IN THE SAME SHIPPING BOX AND SAME PACKING THAT WE SENT, USING OUR UPS NUMBER.

PLEASE NOTE: SIGN AMERICA, INC. MUST BE NOTIFIED OF ANY PROBLEMS WITH THE SIGN BEFORE SERVICE WORK IS INITIATED. THE REASON FOR THIS IS THAT WE CAN HELP LOCATE THE PROBLEM, WITH YOUR INFORMATION AND OUR EXPERIENCE. ALSO, IN MOST CASES WHERE NEON IS DETERMINED TO BE DEFECTIVE, WE CAN OVERNIGHT REPLACEMENT NEON QUICKER AND AT A LESSER COST TO US.

FINALLY, SIGN AMERICA, INC. WANTS TO WARRANT ALL CLAIMS. FAILURE TO FOLLOW THE ABOVE PROCEDURAL INSTRUCTIONS MAY CAUSE YOUR CLAIM TO BE REJECTED OR TO BE ARBITRATED FOR A LESSER AMOUNT.

_____ I acknowledge and accept the Sign America, Inc. warranty registration

Accepted (signature) & Title

Accepted (print)

Company

DATE: _____