

WARRANTY

WARRANTY TERMS

(A) WARRANTY PERIOD

- 1) IDG AGREES TO WARRANT THE SUPPLIED SIGNAGE AGAINST DEFECTS IN WORKMANSHIP AND MATERIALS FOR A PERIOD FROM THE DATE OF INSTALL, AS OUTLINED BELOW:

A) 12 MONTH WARRANTY

- I) ACRYLIC WITH APPLIQUE
- II) ACRYLIC WITH PHOTOPOLYMER
- III) STUDIO CUSTOM
- IV) INSTALLATION SERVICES

B) 60 MONTH WARRANTY

- I) COMPRESSION INTEGRAL COPY AND BRAILLE ONLY

(B) WARRANTY COVERAGE

- 1) THE WARRANTY ONLY COVERS REPAIR OR REPLACEMENT FOR THE DIRECTLY-AFFECTED WARRANTED COMPONENTS AND LABOR DIRECTLY INVOLVED IN RETURNING THE SIGN TO ITS WARRANTED CONDITION. EQUIPMENT HIRE OR ANY OTHER ADDITIONAL COSTS ARE NOT COVERED BY THIS WARRANTY. COMPONENTS WHICH ARE STILL FUNCTIONING AS EXPECTED WILL NOT BE REPLACED UNDER WARRANTY ON THE BASIS THAT THEY 'MAY' FAIL FURTHER IN THE FUTURE.

(A) INSTALLATION

- 1) WARRANTY COVERAGE PERIOD STARTS AT THE DATE OF INSTALL BY IDG OR AN IDG INSTALLATION SUBCONTRACTOR. IF THE CLIENT USES A WORKFORCE OTHER THAN AN IDG OR IDG SUBCONTRACTED WORKFORCE TO INSTALL SIGNAGE, THE WARRANTY WILL BEGIN AT THE DATE OF DELIVERY OF THE PRODUCT.

(B) STORAGE

- 1) IF SIGNS ARE TO BE STORED PRIOR TO INSTALLATION THEY MUST BE STORED IN A DRY, CLIMATE CONTROLLED, SECURE PLACE; PROTECTED FROM WEATHER, SURFACE CONTAMINANTS, CORROSION AND OTHER POTENTIAL DAMAGE.

DEFECTS/CLAIMS

(A) DISCLAIMERS

(I) WARRANTY CLAIMS

- 1) WHERE A DEFECT HAS BEEN INVESTIGATED AND IS FOUND TO BE THE FAULT OF IDG, ANY RE-FABRICATION OR PRODUCTION DEEMED TO BE NECESSARY IN ORDER TO BRING THE SIGN(S) TO THEIR WARRANTED CONDITION WILL BE CONDUCTED BY IDG OR A PRE-APPROVED CONTRACTOR AT NO FURTHER CHARGE TO THE CLIENT. IF A THIRD PARTY IS TO BE HIRED TO COMPLETE THE WORKS, THIS IS TO BE ORGANIZED DIRECTLY THROUGH OR UNDER THE SUPERVISION OF IDG TO ENSURE ALL WORKS ARE CARRIED OUT CORRECTLY. THE CLIENT MAY NOT CONTACT AND HIRE A THIRD PARTY, OR INVOICE ANY SUCH WORKS TO IDG, WITHOUT THE PRIOR KNOWLEDGE AND WRITTEN CONSENT OF IDG. THE COSTS ASSOCIATED WITH ANY WORKS COMPLETED WITHOUT IDG KNOWLEDGE OR CONSENT, AND ANY ADDITIONAL COSTS THAT MAY ARISE OUT OF THESE WORKS ARE PAYABLE SOLELY BY THE CLIENT. IDG WILL COVER ANY THIRD PARTY COSTS SPECIFICALLY ASSOCIATED WITH BRINGING THE SIGN(S) TO THEIR WARRANTED CONDITION WHERE SUCH WORKS HAVE BEEN ORGANIZED THROUGH OR WITH THE KNOWLEDGE OF IDG.
- 2) ALL WARRANTY CLAIMS (FOR FABRICATION, MATERIAL, OR INSTALLATION) MUST BE DIRECTED TO IDG FOR RESOLUTION IN ORDER TO BE CONSIDERED. IDG WILL NOT REIMBURSE CLAIMS REPAIRED BY OTHERS WITHOUT SPECIFIC WRITTEN AUTHORIZATION.
- 3) WARRANTY COVERS THE PERFORMANCE OF ALL MATERIALS INCLUDED IN A PRODUCT UP TO THE WARRANTIES PROVIDED BY THE MATERIAL MANUFACTURERS. THE WARRANTIES FROM THE MATERIAL MANUFACTURERS MAY VARY.
- 4) FIT AND FINISH AESTHETIC ISSUES MUST BE NOTICEABLY EVIDENT AT A MINIMUM OF DISTANCE OF 10 FEET (SEAMS, ALIGNMENT, TOLERANCES).
- 5) WARRANTY CLAIMS ARE SOLELY LIMITED TO THE COST OF THE PRODUCT.
- 6) THE SPRAY-PAINTING PROCESS IS AFFECTED BY MANY VARIABLES; THEREFORE EXACT MATCHING IS NOT GUARANTEED; HOWEVER IDG GOAL IS TO ACHIEVE ACCEPTABLE TOLERANCES OF COLORS AND FINISHES VIA THE USE OF COLOR MATCHING SAMPLES.
- 7) MATERIAL COLOR VARIATION WITH INTEGRAL COLOR ACRYLICS PROVIDED FROM THE MANUFACTURER IS AN INHERENT ASPECT OF THE PLASTICS AND MAY NOT RESULT IN THE REJECTION OF PRODUCT AS SLIGHT COLOR/SHADE VARIATION MAY BE NOTICEABLE BETWEEN THE PRODUCTION LOTS SUPPLIED.

(II) VOID OF WARRANTY

- 1) THE WARRANTY DOES NOT APPLY TO ANY DEFECTS, COLOR FADING, FAILURE OR DAMAGE CAUSED BY IMPROPER USE, IMPROPER MAINTENANCE, VANDALISM, FORCE MAJEURE, DIRECT SUNLIGHT, OR ANY OTHER AVOIDABLE OCCURRENCES. ALTERATIONS TO ANY SIGN OR ITS SURROUNDING INFRASTRUCTURE WILL VOID THIS WARRANTY, EXCEPT WHERE WORKS HAVE BEEN CARRIED OUT BY IDG, OR A SUBCONTRACTOR WHO HAS BEEN PROVIDED WITH APPROPRIATE INSTRUCTION REGARDING THE PROCESS AND BEEN APPROVED BY IDG IN WRITING.
- 2) DEVIATIONS FROM CLEANING INSTRUCTIONS WILL VOID THE WARRANTY.
- 3) INTERIOR SIGNS EXPOSED TO SUNLIGHT SIMILAR TO AN EXTERIOR INSTALLATION MAY VOID THE WARRANTY.

(III) CLAIMS NOT COVERED (ONLY COMPONENTS DIRECTLY MANUFACTURED AND INSTALLED BY IDG ARE COVERED BY THE WARRANTY)

- 1) CLIENT-SUPPLIED, POORLY DESIGNED OR ENGINEERED DRAWINGS AND THEIR RELATED FILES THAT HAVE BEEN PROVIDED TO IDG FOR PRODUCTION WITHOUT ADDITIONAL DESIGN WORK BY OUR INTERNAL STAFF.
 - 2) COMPONENTS SUPPLIED TO IDG FOR USE AS PART OF A JOB, UNLESS APPROVED BY BOTH PARTIES IN WRITING.
 - 3) PRODUCTION OF SIGNS OR INSTALL NOT CARRIED OUT BY IDG OR ITS SUBCONTRACTORS.
 - 4) REFUSAL AND REJECTION OF SPECIFIC INSTALLATION INSTRUCTIONS WHERE INSTALLATION IS NOT CARRIED OUT BY IDG OR ITS SUBCONTRACTORS.
 - 5) REFUSAL OR REJECTION OF RECOMMENDED MATERIALS, COMPONENTS OR PRODUCTION METHODS WHERE SUCH REFUSAL IS DEEMED BY IDG TO HAVE AN ADVERSE EFFECT ON THE INTEGRITY OF THE FINAL PRODUCT.
 - 6) SIGNED-OFF AND APPROVED DRAWINGS OR PLANS WHERE MATERIALS, COMPONENTS OR PRODUCTION METHODS RECOMMENDED FOR USE BY IDG HAVE BEEN REJECTED AND AN ALTERNATIVE HAS BEEN DEMANDED BY THE CLIENT.
 - 7) REFUSAL OF PROTOTYPING PHASE WHERE IDG AND ITS STAFF HAVE EXPRESSED A NEED FOR A WORKING SAMPLE.
 - 8) EXPERIMENTAL TECHNIQUES, METHODOLOGY AND/OR MATERIALS AND FINISHES HAVE BEEN REQUESTED AND/OR UNKNOWN ENVIRONMENTAL FACTORS OUT OF IDG CONTROL HAVE AFFECTED THE INTEGRITY OF THE PRODUCT.
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(IV) CLAIM SUBMITTAL

- 1) ANY PERCEIVED DEFECT(S) DISCOVERED BY THE CLIENT DURING THE WARRANTY PERIOD MUST BE FULLY DOCUMENTED, AND A REPORT IS TO BE SENT TO IDG EXPRESSING THE NATURE OF THE DEFECT(S). THIS REPORT SHOULD BE IN WRITING, BE SENT WITHIN THE WARRANTY PERIOD WINDOW, AND MUST CONTAIN THE FOLLOWING INFORMATION:

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- A) PROJECT NAME
 - B) SIGN TYPE/CODE
 - C) PHOTOGRAPHIC DETAILS – INCLUDING CLOSE UP OF DEFECTS
 - D) WRITTEN DESCRIPTION OF SIGN DEFECTS/MALFUNCTIONS
 - E) MISSING OR DAMAGED PRODUCT MUST BE IDENTIFIED AND IDG INFORMED WITHIN 10 BUSINESS DAYS FROM DELIVERY DATE OF PRODUCTS.

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- 2) IF A WARRANTY CLAIM IS SUBMITTED OUTSIDE OF THE WARRANTY COVERAGE PERIOD, THE WARRANTY CLAIM WILL BE TREATED AS IF THE DEFECT/ISSUE OCCURRED OUTSIDE OF THE WARRANTY COVERAGE PERIOD, AND THE CLAIM WILL BE RESPECTFULLY DENIED. THIS WILL OCCUR EVEN IF THE ACTUAL DEFECT OCCURRED PRIOR TO THE END OF THE WARRANTY COVERAGE PERIOD. SHOULD A PERSON OR PERSONS NOT AUTHORIZED BY IDG TO CONDUCT WORKS ON THE SIGN ATTEMPT TO FORCIBLY INVESTIGATE (CAUSING DAMAGE TO THE SIGN, WHETHER OBVIOUS VISUALLY OR NOT), RECTIFY THE ISSUE WITHOUT IDG INSTRUCTIONS AND WRITTEN PERMISSION, OR OTHERWISE TAMPER WITH THE UNIT, ANY CLAIM MADE WILL BE NULL AND VOID.
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