



Sign Leaders

WHOLESALE

Sign Warranty and Promise to our Customers

STANDARD WARRANTY

5-year workmanship warranty

1-year limited labor warranty

QUALITY CONTROL

Before your sign leaves our facility, it is checked for accuracy. We check all colors, sizes and special requirements and confirm it matches the proof drawing.

OUR PROMISE TO YOU

Any issues, mistakes or damages to your signs are resolved immediately. Contact Samantha Sheets, Bob Silverson, Ann Lashley or Todd Lashley and replacement or repair will be handled with the highest priority.

Sign Leaders warranties its signs to be free from defects as per following:

1. If any of the following components of the sign structure malfunctions because of defects in workmanship within 5 years from ship date. Sign Leaders at its sole option either will repair or replace the defective materials
2. One-year Limited Labor Warranty is included if deemed that Sign Leaders is at fault for manufacturing defective products (invoice and repairs must be pre-approved)

Parts and Products: Transformers, Power Supplies, LEDs, Acrylic, Trim cap and all parts used to manufacture Sign Leaders products are warranted to the extent of their respective factory warranties. These Factory warranties are included with the sale of our finished product. Labor costs arising from these defective parts is not covered under our warranty.

Manufacturer/Sellers: Only obligation shall be to replace such quantity of product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage arising out of the use, misuse, or the inability to use the product. Before using, user shall determine the suitability of the product for his or her intended use; user assumes all risk and liability whatsoever in connection thereof.

FREIGHT DAMAGES

Procedure to follow for Freight Company Damage or damage upon shipment:

1. Sign the Bill of Lading "BOL" as damaged
2. Take a photo or get a copy of the BOL
3. Receive all product no matter the damage
4. **Freight/Common Carrier Damages:** Please contact Sign Leaders immediately to resolve any problems with freight damages. Save all products and packaging received; without this we cannot assist you in filing claims. If there are damages, you must not use the product until damages have been inspected by Freight Company. Sign Leaders will not be liable for damages resulting from shipping.