



WARRANTY CLAIM PROCEDURE

SignResource

Building your corporate identity...always on target

1. In all circumstances, our Service Department **must** be contacted prior to the performance of any service for which payment will be requested. Please leave a message when the service department is closed.
2. A Hardcopy Work Authorization or Purchase Order must be obtained for each service call at each site, **prior** to the work being done. This number is required to be on any invoice submitted for payment.
3. Warranty service only covers the standard rates of our chosen contractor, for 1 person and 1 truck. Rates in excess of our standard negotiated contract rate for 1 person and 1 truck will not be paid.
4. Warranty service only covers standard time, no overtime or emergency service rates will be paid.
5. Service that does not require a trained contractor will not be covered. Specifically, this includes loose bulbs, circuit breakers tripped or turned off and any other matter easily corrected by site personnel.
6. A fully filled out Work Authorization must be completed and returned to the Service Department within two business days of the completion of the service work, **prior** to sending the invoice.
7. If the sign has not been installed by SignResource, meaning that SignResource was paid to install the sign, then no issues or problems related to the improper installation of the sign will be covered.
8. All parts must be returned to the factory promptly, with the RMA form identifying the site they came from and noting the exact reason for replacement. No labor or materials charges for replacing functional parts will be covered. All defective parts must be returned prior to payment of any warranty invoice.

Items NOT covered in any situation:

Broken or damaged Neon, Fluorescent tubes, bulbs or other lighting devices.

Ballasts and certain other materials which are covered under the material manufacturer's warranty.

Damaged or cracked faces, cabinets or missing parts. (All shipping damage must be claimed upon receipt)

Damage from misuse, neglect, physical damage, wear, electrical surges, electrical spikes or lightning.