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Warranty Information - Three Step Process

The following steps and procedures must be followed for warranty to be valid.

Step One - Contact Sign Fab, Inc. immediately regarding damages before any repairs are made to the sign. Sign Fab must give prior written consent and approval for all bills or invoices associated with any defective parts and products.

Step Two - Detailed information along with photos of issues or damages must be sent via email to marcene@signfab.com before Sign Fab can approve any repairs, costs or invoices associated with signs.

Step Three - Sign Fab, Inc. will contact you promptly and warranty issues will be resolved.

Before installation, signs need to be carefully inspected for defects. Labor costs and service calls are not covered by warranty. Under special circumstances Sign Fab, Inc. may approve some labor costs. This will be determined after the Three Step process has been followed.

Our products are warrantied for one (1) year to be free of defects in materials and workmanship. This warranty is limited to:

Replacing Defective Products: In order to maintain respective warranty all defective products must be replaced using same types and brands used to manufacture signs. These are only available through Sign Fab or the manufacturer. Contact Sign Fab Customer Service for more details.

Sign Fab, Inc. Delivery Service: Sign Fab will replace and repair any product damaged upon delivery; note damages on Sign Fab, Inc. delivery ticket.

Freight/Common Carrier Damages: Please contact Sign Fab, Inc. immediately for joint effort 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 Fab, Inc. will not be liable for damages resulting from shipping.

Parts and Products: Transformers, Power Supplies, LEDs, Acrylic, Trim cap and all parts used to manufacture Sign Fab products are warrantied to the extent of their respective factory warranties. Labor costs arising from these defective parts is not covered under Sign Fab, Inc. warranty.

Neon/Glass: Neon is warrantied for one (1) year against burnout, unless the problem is caused by improper transformer loading and wiring by the customer. We will reimburse up to \$30.00 per neon unit for repair necessitated by burnout. Sign Fab, Inc. will not pay for labor costs and service calls arising from neon burnout.

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 therewith.

WHOLESALE TO THE TRADE!

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