



## EAS/EAB Warranty

Hardware manufactured by Expand a Sign International (Pty) Ltd (EAS) and sold by ExpandaBrand, Inc.(EAB), including poles, stakes and bases, are subject to a warranty period of two years from the date of purchase against manufacturer's defect in materials and workmanship. This is not a warranty against damage caused by normal wear and tear.

Our fabrics are manufactured to avoid degradation and are also coated with UV protectors and other coatings which extend the life of the fabric and color fastness. The longevity of the print depends on the color used as well as environmental factors such as traffic, pollution, sun, wind and rain. Owing to these factors and as per the industry standard, EAS/EAB can only guarantee color fastness for a period of six months and will only replace fabrics where there has been excessive fade within six months.

The conditions of the warranty are: Products shall have been subject to only normal use and shall not have been misused, neglected, altered or improperly set up. Any signs of tampering, deliberate misuse or negligence is not covered by this warranty. Products shall have been used with only the correct EAS/EAB hardware, the recommended mounting options and protective carry bags for storage. The warnings clearly stated on the bags of our products, must be adhered to. Proper shipping practices must be followed when shipping products to other venues.

Defects to EAS/EAB products will be determined only by authorized EAS/EAB personnel. Upon determination of a defect, EAS/EAB's sole obligation will be to repair or replace the defective part with same or similar product. Any claim against EAS/EAB for defects in materials or workmanship must be in writing.

EAS/EAB, or its designated agent, must authorize the return of any alleged or defective part or product before it is returned. The party making the claim must prepay all shipping and transportation costs back to the agent it was purchased from. EAS/EAB and its agents will not accept charges for shipping unless the conditions of the warranty have been satisfied.

EAS/EAB reserves the right to substitute, discontinue, alter or modify any product or part thereof, at any time without prior notice. In such cases EAS/EAB may, at its sole discretion, substitute the warranted product.

**Only authorized managers and directors of EAS/EAB are permitted to assume for EAS/EAB any obligations or liabilities in connection with the product or may alter the terms of this warranty.**

**EAS/EAB shall not be liable for damages, howsoever caused. This includes damage as a result of negligence (gross or otherwise) of EAS/EAB or its employees as well as damage arising out of, or in connection with, a failure or defect in an EAS product or its use by the owner.**



Digital photographs may be requested to accompany a written claim showing any and all evidence of damage or defect, both in display situ or disassembled as is practicable.

**Return Policy:**

Should a problem be experienced with an EAS/EAB product within its given warranty period please contact your EAS/EAB representative to determine the nature of the product failure and to establish an adequate solution. If a return for repair is needed, goods must be returned to your local agent within 10 days of the return authorization. The onus is on the customer to verify each shipment immediately upon receipt against EAS/EAB's packing list to ensure accuracy. If a discrepancy is found, please contact your sales representative within 7 days.

**Freight Damage:**

Products arriving damaged in shipping is a 'non-warranty issue' and claims must be made to EAS/EAB, or an approved EAS/EAB agent, within 7 business days of receiving the product. Digital photos will be required to document damage to the shipping container, packaging material and/or the product. Please be sure to sign for the package(s) as 'damaged'. Upon authorization to return the damaged product, all returns must be made to EAS/EAB within 7 days of delivery.

**Order Cancellation:**

Cancellation of any order, for which EAS/EAB has created artwork, ordered raw materials or produced in part or in full will result in EAS/EAB fully charging for materials, labor or the full cost if production is complete.