

ESCO Manufacturing, Inc.

Limited Warranty / Freight Damage Policy

THOROUGHLY INSPECT SIGN IMMEDIATELY UPON ARRIVAL FOR SHIPPING DAMAGE AND TO ENSURE THAT THE PRODUCT MEETS YOUR SPECIFICATIONS.

Inspection should include but not be limited to illumination, mounting patterns, color, finish and decoration consistency. Incidental scrapes or scratches received from handling or installation are not covered. To ensure you do not void your warranty, ESCO must be notified and provide written approval on all warranty claims before any work is done.

The cost for all repairs or replacements for defective parts, covered herein by this limited warranty, will be paid by ESCO only if *individual, specific, prior written authorization* has been obtained from ESCO headquarters in Watertown, South Dakota. The following limited warranty is subject to change without notice from ESCO Manufacturing. ESCO reserves the right to repair or replace warranty items at our discretion. This limited warranty is void if ESCO is not notified within 14 days from shipment. This limited warranty does not include consequential damages.

ESCO guarantees to the Purchaser that products furnished by ESCO will be free from defects in workmanship upon arrival. The workmanship warranty does not include freight damage, accidental damage, negligence, or misuse. All freight related damage must be noted on the Bill of Lading upon delivery. **Freight damage is the responsibility of the freight carrier, and is not covered by ESCO's warranty.** All freight damage claims must be filed by the Purchaser. Travel expense, mileage, crane or equipment charges are not included in this warranty at any time. In no case will credit exceed the original purchase price of the product.

ESCO will provide to the Purchaser, the OEM (Original Equipment Manufacturer's) warranty, if any, for products not manufactured by ESCO. This would include rigid and flexible face material, vinyl, sprayed paint, ballast, lamps and electrical components.

The preceding is the Purchaser's exclusive warranty and remedy. There shall be no implied warranties of merchantability, fitness, or any liability for negligence and or consequential damages. There shall be no additional or extended or implied warranties.

3. Upon ESCO's written approval you will be advised on whether to return or repair defective products, or whether ESCO will arrange for repair or replacement, as applicable.
4. Pictures and other verification of the work performed or arranged for by the Purchaser will be required to obtain credit.
5. A product credit or credit adjustment will be issued by ESCO for approved warranty items at our standard rates.

Freight Damage Policy

Prior to signing off on your shipment, thoroughly inspect your sign for any freight damage. If damage is encountered a claim must be filed immediately with the shipper before signing off on the shipment. Freight damage is the responsibility of the freight carrier, and is not covered by ESCO.

Pricing Information

For project pricing information, refer to the quote price supplied by your ESCO Sales Representative.

Phone: 605-886-9668

Toll Free: 1-800-843-3726

Fax: 605-882-1205

Warranty Repair Procedure and Crediting Guidelines

Upon immediate inspection of the product if workmanship defect(s) are identified, please proceed as follows:

1. Immediately contact ESCO and advise us of your concern.
2. You will be informed as to how our warranty may apply, and the documentation required to verify your warranty claim.



