The Signage Factory

Quality Guarantee & Warranty Protocol

The Signage Factory Quality Guarantee & Warranty Protocol

1. General Warranty Statement

The Signage Factory Ltd. (TSF), 176 Moo 17 Bangplee Industrial Estate, T. Bangsaothong, A. Bangsaothong, Samutprakarn 10570, Thailand, warrants that its products are free from defects in material and workmanship under normal use and service, subject to the conditions set forth herein. This warranty is provided exclusively to the original purchaser and is non-transferable unless expressly agreed in writing by TSF. Products are manufactured to last, provided that:

- The products are used in accordance with their intended design, installed properly and not subjected to extreme climatic conditions, misuse, or unforeseen circumstances.
- The products are installed by a licensed or certified signage contractor in accordance with local electrical and building codes.
- The products are properly maintained throughout their service life.

Maintenance Requirements:
Proper maintenance includes periodic cleaning using non-abrasive, mild detergent solutions; inspection of mounting points and electrical connections at least once every 12 months; and immediate correction of visible damage or corrosion.
For detailed procedures, refer to: The Signage Factory Maintenance Guide (available upon request or via TSF's website).
Failure to follow these practices may void the warranty.

Environmental and Climatic Conditions:
This warranty covers based on the component specifications and does not cover damage resulting from exposure to extreme environmental conditions, defined as:

- Ambient temperatures exceeding +50°C or dropping below -20°C,
- Coastal or marine environments with salt exposure within 5 km of open seawater without adequate corrosion protection,
- Direct exposure to chemicals, solvents, or pollutants beyond normal atmospheric conditions, or
- Impact or wind loads exceeding local building code limits (e.g., hurricane or typhoon conditions).
  Where applicable, TSF adheres to recognized industry standards for signage durability and environmental tolerance.

Warranty Transferability:
The warranty is non-transferable unless expressly approved by TSF in writing.
To request transferability, the original purchaser must submit a written request including the product quotation number, original invoice, and proof of installation condition.
Transfer approval is subject to TSF's inspection or photo verification of the product's current state

Warranty claims will only be accepted from the direct customer of TSF; **third-party claims will not be considered.**

2. Warranty Coverage

Coverage Period: 2 years from the shipping date.

Covered Products:

- Dimensional Letters:
  1. Premium Fabricated Letters
  2. Standard Fabricated Letters (Aluminum)
  3. Acrylic Fabricated Letters
  4. Flat Cut Letters
  5. Solid Acrylic
  6. 3D Printed Letters
  7. Neon Flex Signs
  8. Crystal Neon Letters
- Plug & Play systems
- Blade Signs
- Plaques & Name Plates
- Monument Signs
- Pilons
- Way Finding Signs
- Light/Panel Boxes
- Statues

Covered Items:
Construction materials • Fabrication/workmanship • LEDs and power supplies • Paint, film, and printed stickers

Exclusions:

- Costs related to removal, reinstallation, or site work.
- Damage caused by misuse, accidents, improper installation, or lack of maintenance.
- Natural wear and tear, fading of acrylic due to UV exposure, or environmental factors beyond TSF's control as defined above.
- Any costs or claims beyond the stated warranty period, unless otherwise agreed in writing.

Important Notice:
Do not allow titanium components to come into direct contact with plaster or gypsum-based materials. Moisture and sulfate ions can damage the protective oxide layer on titanium, causing the metal to become brittle and potentially snap under load. Always use a non-reactive barrier such as epoxy, silicone, or plastic spacers between titanium and plaster surfaces.

3. Warranty Process & Conditions

TSF may provide replacement parts or request the return of defective products for rework at TSF's expense. TSF's primary obligation is to supply **replacement components** (LEDs, Power Supplies, new faces) to be installed by the client.
Unauthorized repairs, modifications, or alterations void this warranty.
Replacement parts are provided free of charge, but installation remains the responsibility of the customer unless repairs are carried out at TSF's facility. Faulty power supplies or LED modules may be requested for return to TSF for inspection.
.

Warranty Claim Submission (after installation and within two years of shipping):
To initiate a claim, the customer must provide:

- Clear photographs showing the defect on the installed product,
- A description of the scope of the defect (number of affected items relative to the total order), and
- The order number and date of the initial purchase.

Incomplete submissions may delay or invalidate the claim.

4. Claim Requirements

Visible shipping damage must be reported within 48 hours of delivery with photographs and delivery documentation.
Hidden damage or functionality issues must be reported **within 5 days of receipt**.
Warranty coverage applies only to the original shipping destination. Forwarding or re-shipping beyond this destination is not covered.
Claims outside these periods will not be honored.
TSF does not accept claims for consequential damages, compensation, or penalty clauses related to warranty issues.

5. Shipping Damage Policy

All products are packaged with care. To preserve the right to file a claim, customers must follow these procedures:

- **No packaging damage visible:** Photograph packaging and damaged items. Report to TSF within 5 days.
- **Minor packaging damage:** Photograph packaging and items. Note damage on delivery documents. Report to TSF within 48 hours.

- **Significant packaging damage:** Photograph packaging before opening. **Request delivery person to witness unpacking and proof it by photo's.** If damaged, prepare a signed report with photos. Send to TSF within 48 hours. **If delivery person refuses, do not accept the shipment.**

- **Severe packaging damage (goods clearly damaged):** Refuse delivery. Photograph packaging and note refusal on delivery documents. Send documents and photos to TSF within 48 hours.

6. Delivery Reliability

Estimated dispatch dates are provided upon order acknowledgement and are subject to production workload, job size/complexity, and special requests.
Dispatch dates may change due to client specification changes, delayed information from the client, or factors outside TSF's control.
TSF maintains a ≧98% on-time dispatch rate but assumes no liability for penalties or damages resulting from shipping delays.

7. Shipping Service

TSF arranges shipping via global carriers (UPS, DHL, FedEx, etc.), and in exceptional cases by sea freight.
Unless otherwise agreed, shipments are made FOB Bangkok (airport) or FOB Laem Chabang (seaport) under Incoterms® 2020.
All goods shipped under TSF's arrangements are insured until delivery at the specified destination.
If the customer arranges shipping independently, TSF assumes no liability for loss, damage, or delays during transit.
Lost shipments:

- TSF-arranged shipping → TSF will replace the products or issue a full refund.

- Customer-arranged shipping → TSF bears no responsibility, and all invoices remain payable.

Expedited production/shipping may be available upon request, subject to additional fees and factory capacity.

8. Export & Customs Compliance

TSF provides all required export documentation from Thailand (e.g., commercial invoice, packing list, Certificate of Origin).
Shipping Terms (DDU/DAP or DDP Options)

Customers in the USA can choose whether they prefer shipments to be sent DDU (Delivered Duty Unpaid) or DDP (Delivered Duty Paid).
This preference can be specified when requesting a quotation or placing an order.

For shipments to Europe, we can only send DDU when using DHL.
When shipping with UPS, both DDU and DDP options are available.

For Australia, the shipping method (DDU or DDP) will depend on the available courier options and will be confirmed at the time of quotation or order confirmation.

TSF does not assume responsibility for compliance with local import restrictions or additional documentation beyond standard export requirements.

9. Limitation of Liability

TSF's total liability under this warranty shall be limited, at TSF's sole discretion, to repair, replacement, or refund of the defective product.
IN NO EVENT SHALL TSF BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
Some jurisdictions do not allow the exclusion of certain damages; in such cases, TSF's liability shall be limited to the maximum extent permitted by law.

10. Disclaimer of Other Warranties

EXCEPT AS EXPRESSLY PROVIDED HEREIN, TSF MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

11. Force Majeure

TSF shall not be held liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to natural disasters, floods, political unrest, strikes, labor disputes, transportation delays, supply chain disruptions, or global emergencies.

12. Governing Law & Dispute Resolution

These Terms and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of the Kingdom of Thailand. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity, or termination, shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre (SIAC) in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The language of the arbitration shall be English. TSF reserves the right to enforce judgments or seek injunctive relief in any competent court worldwide.

13. Severability

If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

14. Entire Agreement

These Terms constitute the entire agreement between TSF and the customer regarding warranty, shipping, and liability.
No oral or written statements outside these Terms shall be binding unless expressly agreed in writing by TSF.
TSF reserves the right to amend or update these Terms for future orders.
Any changes will be communicated through TSF's official website or included with order confirmations.

15. Language

These Terms are drafted in English. In the event of translation into another language, the English version shall prevail.

16. Contact Information

The Signage Factory Ltd.
176 Moo 17, Bangplee Industrial Estate,
T. Bangsaothong, A. Bangsaothong,
Samutprakarn 10570, Thailand
Tel: +66 (0) 2 750 1234
Email: info@thesignagefactory.com
Website: www.thesignagefactory.com