

SIGNWarehouse Product Support Shipping Policies for Equipment Repairs

A certified Signwarehouse technician must first authorize the equipment to come back to us for a repair. You must begin by creating a support ticket via the web portal or by phone. The support ticket number must be visible on your shipping label (see address to the right). The active ticket authorizes the Receiving dept to accept the equipment. Products received without pre-approval from Product Support and/or without an active ticket number may be refused.

All repairs MUST be received in the original packaging. If the original packaging has been lost or destroyed, you may be able to purchase packaging from the shipper of your choice. Allowing the shipper to package the product will also greatly reduce the possibility that the carrier will deny any damage claims due to 'insufficient packaging'. This is the best way to return equipment if you no longer have the original box and packaging materials. Anything returned to Signwarehouse not in the original or approved replacement packaging may be refused by our Receiving department and returned to the owner without being repaired.

Inbound Shipping: Shipping cost to SIGNWarehouse is not covered in your warranty. To ensure a timely turn around, shipping must be paid for in advance for warranty and out-of-warranty repairs. This policy applies to normal warranty repairs. Shipping costs for returns for equipment deemed defective at time of installation may be covered by SIGNWarehouse at the discretion of the company.

What to Include: You should only return the item that is to be repaired (ie vinyl cutter or printer). Please do not include floor stands, thumb drives, installation disks or other accessories.

Insurance and damages: Returned equipment is shipped FOB shipping point. SIGNWarehouse will not be liable for any damages that may occur during transit to our facility. Therefore, we strongly recommend that customers purchase insurance for the full value of the machine, through their carrier

of choice. That way, if the equipment is damaged in transit, a claim can be filed and the customer can be reimbursed.

Ship all repairs to:
Signwarehouse Inc.
ATTN: Product Support
2614 Texoma Dr.
Denison, Tx. 75020
Ticket # - xxxxxx

Outbound Shipping: After warranty repair or replacement has been completed by SIGNWarehouse Product Support, the equipment in question will be returned to the customer, FOB Denison.

Shipping methods: All printers and vinyl cutters under a 30-inch maximum media width will be returned via FedEx Ground, FedEx Home, or UPS Ground. SIGNWarehouse will insure and cover the cost of return shipping to the customer for these products. Printers, cutters, and laminators larger than 30-inch media width will be shipped via truck freight to prevent damage to customers' equipment. Customers are responsible for arranging for return transit for these products and for insuring them adequately.

Supplemental Instructions / Authorized Signature

Please ensure your account information is correct at the time of service with the technician. We must know about any changes to addresses, phone numbers, email addresses, and other contact information used to identify your account with the equipment.

Abandoned Equipment: Repaired equipment will be returned to customer. In the event that repairs are not authorized, equipment will be returned to customer unrepaired after 30 days.

By signing this document, the Customer acknowledges receipt of this information and responsibility for shipping and insuring their equipment in accordance with the above guidelines.

Company Name: _____

Customer Name: _____

Support Ticket # _____ Date: _____

If you have any questions or concerns, please contact SIGNWarehouse Product Support at support@signwarehouse.com