

SIGNWarehouse Product Support Shipping Policies for Equipment Repairs

A certified Signwarehouse.com technician must first authorize the equipment to come back to us for a repair. You will be given an authorization number that should be visible on your shipping label (see address to the right). Repairs received without authorization may be refused. The authorizations are good for **15 Days**

All repairs MUST be received in the original packaging. If the original packaging has been lost or destroyed, replacement packaging can be purchased, the cost is from \$50 to \$300, depending on the model and availability. In most cases, the use of "homemade" packaging solutions results in the complete destruction of the item.

COVID Disclaimer: Because of the pandemic, some warranty repairs that would normally be conducted on-site will be handled via shipping under a 'depot warranty'.

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

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, blade holders, cables, power cords, 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.com
ATTN: Product Support
Return # - xxxxxx
2614 Texoma Dr.
Denison, Tx. 75020

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 or FedEx Home. 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

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