

# Exhibit & Display Limited Warranty

O'Brien Corporation guarantees the quality and functionality of its products when used in the correct manner as illustrated on each products instruction sheet.

Failure to comply with Warranty Terms and Conditions may result in additional charges and fees, determined at the discretion of O'Brien Corp.. In cases of warranty disputes, O'Brien Corp. reserves the right of the final judgment and/or decision on the nature and cause of damage and the fair and applicable warranty response and/or solution.

O'Brien Corp. guarantees their product under a series of warranties for manufacturing defects covering The Exhibitors' Handbook, Origin and SignPro Systems. Under the warranty policies, product believed to be a manufacturing defect will be repaired and/or replaced upon inspection of the issue. The customer is responsible for shipping the product to O'Brien Corp. for inspection. At the discretion of O'Brien Corp., if the issue is deemed a manufacturing defect, the product will be repaired and/or replaced and returned to the customer at no cost Standard ground shipping during the first year of the warranty period. For products with a warranty period over 1 year, the customer is responsible for the inbound shipping costs as well as the outbound shipping costs after the first year. Free replacement products cannot be sent until an assessment of the supposed defective product is made. At the discretion of O'Brien Corp., if the received product is deemed not to be a manufacturing defect, the customer will be notified and the product may be repaired and/or replaced at the customers cost. Shipping charges will be the customers responsibility for any items needing expedited shipping. Issues that are not covered under the warranties include but are not limited to:

- Mistreatment of product
- Unauthorized alteration
- Natural disasters
- Failure to follow product instruction sheets and labeling
- Incorrect use
- Theft
- Loss
- Vandalism
- Destruction
- Damages occurred while in transit

All O'Brien Corp. graphics produced for an indoor application hold a graphic warranty of one year. All O'Brien Corp. graphics produced for an outdoor application hold a graphic limited warranty of six months.



Denotes a Graphic Limited Warranty of 6 months (outdoor & indoor table throw products)



Denotes a Graphic Limited Warranty of 1 year (indoor products)



Denotes a Hardware Limited Warranty of 90 days which does not include packaging



Denotes a Hardware Limited Warranty of 1 year which does not include packaging



Denotes a Hardware Limited Warranty of 5 years which does not include packaging



Denotes a Hardware Limited Lifetime Warranty which does not include packaging

## WARRANTY POLICIES

Each Exhibitors' Handbook product holds its own unique warranty period. Refer to the Origin Warranty icons located near each product in The Exhibitors' Handbook for that product's Warranty Period.

## TERMS AND CONDITIONS

Upon the acceptance of delivery, you agree that the package(s) have arrived without any visible shipping damage. If shipping damage is noted, sign for the delivery as damaged and contact O'Brien Corp. immediately. Failure to sign for the package(s) as damaged, refusal of the package, or neglecting to note after 3 business days any damage that may have occurred during the shipping process will be treated as a warranty claim and are subject to the terms and conditions of our warranty. The option to issue a return label/ call tag is at the discretion of O'Brien Corp. for any warranty or claim situation and any product outside of 72 hours will not have the option for a return label/call tag.

Any errors occurred during the shipping/freight process that shipped under the O'Brien Corp. prepaid freight service will be guaranteed and covered should the shipper lose, damage or delay a product outside their guaranteed delivery time. O'Brien Corp. will process the claim information and replace the affected product. For orders shipped using a customers shipper number or a third party shipper number, the customer will be responsible for replacing the affected product at cost and following through with the claim through the shipping/freight company. O'Brien Corp. will begin the claim process and provide the customer with the claim information. Any further claim correspondence will be between the customer and the shipping/freight company.

O'Brien Corp. reserves the right to request documentation in the forms of photos, copies of packing slips and the like to ensure the issue is resolved promptly. "Standard questions" may also be asked in order to provide accurate and timely customer service. Failure to provide the necessary information requested by an O'Brien Corp. Representative may delay the claim process. An RMA/Case number may be issued depending on the warranty/claim. This number must be used in regards to all correspondence with the issue and adhered to any packaging sent to O'Brien Corp. for assessment. Failure to adhere RMA/Case information to a package will delay the claim/warranty process.

Should you need to return a product due to order cancellation or any reason other than a warranty matter, O'Brien Corp. reserves the right to carry out a full inspection of the product before accepting the return. All returns of this nature must be noted to a O'Brien Corp. Representative 72 hours after receipt of the product and are susceptible to a 25% restocking fee/charge. O'Brien Corp. will not accept the return of a used or custom made product or graphic. Product should be returned in the manner in which it was received.

Order cancellations must be confirmed and approved by an O'Brien Corp. Representative. The cancellation of a production order for which O'Brien Corp. has produced or ordered raw materials may result in O'Brien Corp. fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/ sale price.

O'Brien Corp. reserves the right to change prices or product designs as well as discontinue a product at any time without further notice. If a product is noted as defective that is a discontinued product; an exchange to an equivalent product will be offered or an upgrade to a premium product (at the discretion of O'Brien Corp.) will be available with the customer responsible for the difference in cost.

