

DISPLAYS2GO

A DIVISION OF GEORGE PATTON ASSOCIATES INC.
55 Broad Common Road Bristol, RI 02809 Phone: 800-572-2194 Fax: (401) 247-0392

Product Guarantee

We guarantee this product's workmanship and material quality for one year from the date of purchase, assuming normal use. Normal use does not include products placed in extreme environmental conditions; products subject to vandalism; products subject to miss-use. **ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF FITNESS AND MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD ENDING ONE YEAR FROM THE DATE OF SHIPMENT.** The defect or malfunction shall be determined by GPA [George Patton Associates, Inc] and not by any representative or dealer of GPA.

Please contact our Customer Care Center for questions regarding product guarantee.

Product Return & Exchange Policy-

Return Type #1: based on Customer's prerogative and not due to workmanship/quality defect

We want you to be happy! You may return **new, unused, and resalable items** "stock items" within 30 days of delivery for a refund; All returns being returned based on "customer prerogative" [excluding workmanship/quality defects] are subject to a 20% inspection, re-boxing and re-stocking fee. All returned items must be repacked and returned in their original packaging for protection. The customer is responsible for any damage that occurs during return shipment. Packages being returned should be insured by you for your protection. Return merchandise received damaged will not be credited. Customers are responsible for the initial shipping cost and all return shipping costs. No credits are issued on shipping costs. **See Caveat to Customer, Return Packaging is Critical [below]**. Absolutely no returns accepted on custom displays and customized products, including orders with custom text, imprinting or graphics.

Return Type #2: based on workmanship/quality defect

Establishment of problem or defect is critical, in order for manufacturer to best determine how to best mitigate defect or workmanship issue, we will request digital photographs [visual images when applicable] of defect or problem along with written/verbal descriptions of problems. Manufacturer will then determine the best path/method for mitigation, including such methods as: 1) sending replacement parts, components for defective products, 2) call-tagging defective product back to factory for repair and mitigation, 3) possible replacement product or monetary credit. This choice of mitigation method is the prerogative of the manufacturer. All instances of defective or workmanship issues must first be reported to our customer service department for documentation, profiling, and determination of mitigation method. Do not unilaterally return any products to manufacturer without return authorization issued by our customer service department. We guarantee this product's workmanship and material quality for one year from the date of purchase, assuming normal use. Normal use does not include products placed in extreme environmental conditions; products subject to vandalism; products subject to misuse that are not normal wear and tear in the course of standard business practices and conditions. Please contact our Customer Care Center for questions regarding product guarantee.

Caveat to Customer, Return Packaging is Critical:

Many of our products are fragile or very breakable [i.e. acrylic products]. When originally shipped to you they utilize professionally engineered packaging; including methodologies such as "double boxing with void between the two boxes [box inside a box, protected with insulating materials]". So often our customers return products to us, not inside of their original packaging and/or not packaged sufficiently to survive brutal FedEx/UPS shipping and handling. See some example images below of "returns by customers" for which we were not able to credit their return due to "breakage or damage on the return shipment". This resulting breakage/damage on the return/back to factory shipment creates even a whole other dynamic, for then the customer has to put in a damage claim with FedEx/UPS for reimbursement. **PLEASE PACKAGE RETURNS WITH EXTRA CARE!**



Too much empty space surrounding merchandise. Will allow it to shift while in transit.



Repacked using protective corners to help protect merchandise.