



STANDARD WARRANTY INFORMATION

SIGNUM warrants that for 18 months from the date of dispatch or 12 months from the date of installation, whichever is earlier, its manufactured products shall be free from defects in material, workmanship and construction and in accordance with the approved shop drawings submitted. Any items not manufactured by SIGNUM are only as warranted by the manufacturer of such items, otherwise all such items are sold on an AS IS basis. If examination by SIGNUM discloses that the product has been defective, provided the product was used as intended and appropriately maintained, then our obligation is limited to repair or replacement, at our option, of the defective parts or entire product, free of charge to the client. Manufacturer's warranty shall exclude losses caused by improper or insufficient maintenance, normal wear and tear, any improper operating, storage, handling, installation, modification after handing over of product to client.

The warranty shall not be applicable in the following cases:

1. Alterations/modifications/substitution.
2. Normal wear and tear (including, removing of paint, scratches, dents and cuts) or damage caused by impacts or accidents.
3. Damage or stains due to water leakage within the building structure and continuous dampness of the surface.
4. Degradation, fading, etc., in colour, grain or texture due to sunlight or other environmental factors; fading, discoloration or damage caused by exposure to intensive or excessive heat
5. Use of inappropriate chemicals, detergents, abrasives or other inappropriate cleaning agents that can damage the surface or hardware
6. Mistreatment, negligent use, misuse, insufficient or improper care.
7. Damage caused by any force majeure event (such as flooding, hurricane, earthquake, lightning, etc.), environmental conditions (such as air pollution, solvent exposure, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oils, sprays, etc.)
8. Damage caused by anyone other than the SIGNUM'S representative, while attempting to repair.
9. Under no circumstances shall SIGNUM be liable in excess of the replacement cost of the item of the same quality, in either tort or contract or otherwise, for any loss, damage or injury in connection with or arising from the purchase, use, or inability to use item, or for any special, indirect, collateral, incidental, consequential or exemplary damages such as, but not limited to, loss of anticipated profits or other economic loss.
10. In case of replacement of defective material subject to above mentioned terms & conditions, SIGNUM shall replace or rectify the material in accordance with following procedures:
 - a. Defective Original material has to be sent at SIGNUM Works.
 - b. Upon receipt of Defective material at SIGNUM Works, SIGNUM shall try to rectify the material as per specifications agreed as per order / approved drawings.
 - c. Once Defective material is rectified, SIGNUM shall dispatch the same at client's site. In case rectification is not possible, then SIGNUM shall replace the Material with same or higher specifications.
 - d. Time duration For Rectification: 10-15 days from the date of receipt of material at SIGNUM Works. (Excluding Transportation Time)
 - e. Time duration for Replacement: 15-20 days from the date of receipt of material at SIGNUM Works. (Excluding Transportation Time)

SIGNUM