



### **Temple, Inc. Edge-Lit 36 Month Limited Warranty**

Temple, Inc. Edge-Lit ("Temple" as pertains to the Edge-Lit division) provides the following limited 36 month warranty coverage as applicable to your purchased Temple, Inc. Edge-Lit branded product. The following constitutes the terms and conditions of that limited warranty.

#### **1. What the Temple Edge-Lit Warranty Covers and for How Long**

Subject to the exclusions and claim procedure set out below, Temple warrants for a period of 36 months from the date of sale by Temple or its authorized distributor (the Purchase Date), that the Temple Product complies with the supplied product specifications at the time of the Purchase Date and provides coverage as follows:

**For the period ending 36 months from the Purchase Date**, Temple will, at Temple's discretion, repair or replace the Product which fails to meet the Product Specifications due to a defect in materials or workmanship or apply credit towards the purchase of new Temple Edge-Lit Product.

To exercise this right, the customer shall ship, at its own expense, and return the Product to Temple, Inc. according to the return instructions detailed below, and Temple will, repair or replace the Product and return it to the customer free of charge, or offer credit towards the purchase of new Product.

Temple shall be entitled, at its discretion, to use new and/or reconditioned parts in performing warranty repair or providing a replacement Product. Temple also reserves the right to use parts or Product of original or improved design in any repair or replacement. All replaced Product and/or any parts removed from repaired Products become the property of Temple.

If Temple chooses to repair or replace a Product, the above warranty will continue to apply and remain in effect for the balance of the warranty period calculated from the Purchase Date (and not the repair or replacement date).

If Temple, Inc. chooses to offer a credit towards the purchase of new Product, then the warranty that is in effect and applicable to the new Product shall apply to the new Product.

#### **2. What the Temple Edge-Lit Warranty Does Not Cover**

Temple's Warranty does not provide coverage for the following which are expressly excluded from the above warranty:

- Failure due to normal wear and tear of the Product.
- Products installed in environments that have not been authorized by Temple, Inc. and not confirmed in writing that the warranty will apply.
- Failure due to fire, water, neglect, improper installation, generalized corrosion, biological infestations, or input voltages that create operating conditions beyond the maximum or minimum listed in the specifications including lightning strikes.
- Products which have been repaired or altered other than by Temple or authorized by Temple.
- Products that have their original identification (trademark, serial number) markings defaced altered or removed.
- Products utilized as a component part of a product expressly warranted by another manufacturer.
- Operation or storage of the Product outside the specification ranges, and/or alteration or deployment of Temple Products other than in accordance with any published or provided user, storage or maintenance requirements.
- Failure that is in any way attributable to the improper use, storage, maintenance, installation or placement of the Temple Product.
- Failure caused by abuse, misuse, abnormal use, or use in violation of any applicable standard, code or instructions for use in installations, including, but not limited to, those contained in the National Electrical Code, the Standards for Safety of Underwriters Laboratory, Inc., Standards for the International Electro technical Commission, Standards for the American National Standards Institute, or the Canadian Standards Association.
- Failure due to acts of God.

#### **3. Restrictions and Limitations to Temple Edge-Lit's Warranty**

- This Warranty is not transferable and only applies to the first end-user purchaser of the product directly from Temple, Inc. or a certified Temple, Inc. distributor.
- Temple does not warrant the results obtained from the implementation of recommendations made by Temple, Inc. or its authorized distributors concerning the use, design or application of Temple Products
- The end-user who purchases the Product assumes all responsibility and liability for loss or damage resulting from the handling or use of Temple Products.

- Temple's liability on any claim, whether in warranty, contract, negligence, or any other legal theory, for loss, damage or injury arising directly or indirectly from or in relation to the use of the Temple Product shall in no event exceed the purchase price of the Temple Product which gave rise to the claim. IN NO EVENT SHALL TEMPLE BE LIABLE FOR PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER FORSEEABLE OR NOT, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUES, LOSS OF USE OF GOODS, OR LOSS OF BARGAIN.

The Warranty set out above is the sole warranty granted by Temple Edge-Lit with respect to the Product. No oral understanding, representations or warranties shall be of any effect and Temple Edge-Lit makes no further warranties, express or implied concerning the Temple Edge-Lit Products other than the Warranty set out above. The Buyer, where permitted by applicable law, hereby expressly waives any statutory or implied warranty that the Temple Edge-Lit Product shall be merchantable or fit for a particular purpose.

#### **How to Make a Valid Warranty Claim**

Temple, Inc. must be notified in writing of any Warranty claim within 90 days after first evidence of non-compliance or the Warranty will be void. Written notification shall include date of non-compliance, location and use of Product, serial numbers (if applicable), where and through whom the Product was purchased, and proof of purchase. Temple is not responsible for providing access to the failed Product, including but not limited to retrieval and redeployment of Product, and disassembly and re-assembly of other product that is not Temple's.

**Step 1:** Prepare your documentation to speak to a Temple Edge-Lit Customer Service Representative. Please be prepared to provide the Product serial or identification numbers, proof of purchase from Temple or an authorized Temple distributor as well details on the location and nature of failure. Obtain an RMA number (Return Materials Authorization number) from a Temple Customer Service *prior* to returning any Temple Edge-Lit Products. Temple reserves the right to refuse any items sent to Temple without an associated RMA number. To obtain an RMA number, please contact JAM Services at (925) 455-5267 or Fax (925)-455-5348.

**Step 2:** After receiving an RMA number, please ship the product back to Temple, Inc. as instructed. If possible, utilize the original shipping containers that came with your Product. If not, please utilize a shipping method that will, as much as possible, replicate your original packaging material. Temple, Inc. will not assume responsibility for items that are damaged during shipping. Note that the RMA number provided to you must be displayed **on** the shipment as well as accompanying paperwork. As a reminder, you are responsible for shipping the product back to Temple, Inc. and costs associated.

**Step 3:** Temple Edge-Lit will review the Product and its method of failure to determine whether warranty coverage is applicable, and if so will provide for the repair, replacement or credit as applicable in the coverage of the Warranty outlined above. Please note that Temple strives to resolve warranty issues as quickly as possible, but pending the nature and difficulty of assessing the failure, the process time may differ to properly close. Please contact your Customer Service Representative if you are unsure as to the status of your warranty claim. When specific maintenance or storage procedures are required to assure Product performance please be prepared to demonstrate that proper storage and maintenance procedures are followed. Please also note that Temple reserves the right to determine the cause for Product failure including examining patterns in Product usage, trends in Product failure, and to review the customer's documentation of installation, use, maintenance, storage procedures and test results. Assisting Temple as required in this process will help to ensure that the true root cause for failure is determined to prevent future failures. If the customer fails or declines to provide adequate information to Temple, to enable Temple to assess whether the Product has failed or the cause of the Product failure, Temple reserves the right to decline to honor the warranty.

**Step 4:** If Temple determines that the Warranty is applicable, then:

Once your returning Temple Edge-Lit Product has been received and qualified for warranty coverage, you will receive either the repaired or replaced Product, or credit towards the purchase of a new Product in accordance with the applicable warranty and elections. Please note that if Temple is returning Product to you in accordance with this Warranty, that Temple will facilitate returns to the destination from the original sales order.

**Step 5:** If Temple determines that the Warranty is not applicable, then:

- Your Product will be returned to you at your expense. Please note that you may be subject to a testing charge of 25% of the original invoice price together with any applicable taxes. If you would rather not have your Product returned, please speak to the Customer Service Representative about the proper disposal of your Product
- If you provide Temple with a Purchase Order Number to repair your product, Temple will repair the sign and bill you for our repair costs plus shipping charges