



St. Louis Warranty

Effective January 1, 2023

Limited Warranty

Under the two-year warranty policy, product believed to be a manufacturer or material (M+M) defect will be repaired and/or replaced upon inspection of the issue. The customer is responsible for shipping the product to Taylor St. Louis for inspection. At the discretion of Taylor St. Louis, if the issue is deemed a M+M defect, the product will be repaired and/or replaced and returned to the customer at Taylor's cost via standard ground shipping. Replacement products may be sent after an assessment of the defective product claim. If the received product is deemed not to be an M+M defect, the customer will be notified and the product may be repaired and/or replaced at the customer's cost. Issues that are not covered under the warranties include but are not limited to:

- Damages occurred while in transit in the recommended packaging / cases
- Destruction
- Failure to follow product instruction sheets and labeling
- Incorrect use
- Loss
- Mistreatment of product
- Natural disasters
- Standard wear and tear usage
- Theft
- Unauthorized alteration
- Vandalism

All Taylor St. Louis graphics produced for an indoor application hold a limited warranty of one year. All Taylor St. Louis graphics produced for an outdoor application hold a limited warranty of six months.

There is no warranty on cases, lighting or electrical unless they are found to be defective upon receipt – a claim must be reported to Taylor St. Louis within three business days of delivery.

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 Taylor St. Louis immediately. Failure to sign for the package(s) as damaged, refusal of the package, or neglecting to note after three 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 Taylor St. Louis 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 issues incurred during the shipping/freight process that shipped under the Taylor St. Louis prepaid freight service will be guaranteed and covered should the shipper lose, damage or delay a product outside their guaranteed delivery time. Taylor St. Louis will process

the claim information and replace the affected product. For orders shipped using a customer's 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. Taylor St. Louis 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.

Taylor St. Louis 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 a Taylor St. Louis Representative may delay the claim process. An RMA (Return Merchandise Authorization) 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 Taylor St. Louis for assessment. Failure to adhere RMA 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, Taylor St. Louis 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 Taylor St. Louis representative 72 hours after receipt of the product and are subject to a 25% restocking fee/charge. Taylor St. Louis 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 a Taylor St. Louis representative in writing. The cancellation of a production order for which Taylor St. Louis has produced or ordered raw materials may result in Taylor St. Louis fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the quoted price. Taylor St. Louis reserves the right to change prices or product designs as well as discontinue a product at any time without further notice. If the product noted as defective is a discontinued product; an exchange to an equivalent product will be offered or an upgrade to a premium product (at the discretion of Taylor St. Louis) will be available, with the customer responsible for the difference in cost from the original product.

Taylor St. Louis guarantees the quality and functionality of its products when used in the correct manner as illustrated on each product's instruction sheet.

Failure to comply with Warranty Terms and Conditions may result in additional charges and fees, determined at the discretion of Taylor St. Louis. In cases of warranty disputes, Taylor St. Louis 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.