



KALAMAZOO BANNER WORKS

## DIGITAL BANNER WARRANTY

### INTERIOR

Digital vinyl interior banners are warranted against defects in workmanship for (2) calendar years from the date of invoice. During normal use, inks are covered against cracking, peeling or chipping. A minimal amount of ink color fading over time can be expected due to UV exposure. The warranty requires banners to be properly maintained according to Consort's specifications. Scratches or tears resulting from improperly mounting banners onto stands, folding instead of rolling or improperly storing banners are not covered under warranty. Custom banners on special substrates are not warranted.

### EXTERIOR

- Digital vinyl light pole banners are fully warranted against defects in workmanship for (1) calendar year from the date of invoice.
- Digital marine acrylic light pole banners are warranted against defects in materials and workmanship for (2) calendar years from date of invoice.

This warranty covers the banners when properly installed and maintained on KBW BannerFlex brackets, with a top and bottom arm, which measure up to 30" wide by up to 94" long. Banners in excess of 30" wide or 94" long are not normally warranted. Please contact your sales representative for a possible limited warranty. Banners installed on hardware other than KBW BannerFlex are warranted only if the banners are properly installed and maintained AND the brackets utilize both a full top and full bottom bracket arm. Banners mounted on hardware allowing the banner to "fly" at the bottom are not warranted.

"Wind slits" or "wind holes" cut into the face of vinyl or Sunbrella banners will void the banner warranty. For more information on this topic, see the Frequently Asked Questions on the KBW Banner website.

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### WARRANTY REMEDY

If, during the warranty period, a KBW digital banner has failed to perform for reasons associated with the printing and sewing of the banner, Consort will on a pro-rata basis repair or replace the banner at its discretion. Banner failure due to improper installation, display, maintenance or storage is not warranted. Photographic evidence of proper installation and maintenance is required. Banners may not be returned for warranty consideration without prior written authorization in the form of a Return Merchandise Authorization (RMA). Collect shipments will be refused upon receipt. Consort will immediately inspect the banners and contact the customer within (2) business days with the findings and a proposed plan of action. Labor to remove and/or install banners is not covered under this warranty.

#### To file a Warranty Claim the following information will need to be submitted:

- Invoice number of original bracket order
- Date of banner failure
- Describe the weather conditions at time of failure
- Location (ZIP code) of bracket failure
- What size banners are installed on the banner brackets, W"x H"?
- Is banner installation vulnerable to truck traffic?
- At least (2) close-up photos, at different angles, of failed banner bracket
- At least (1) photo taken from further back showing complete banner installation



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