

WARRANTIES, RETURNS & TERMS



Users of Camebackdisplays.com agree that access and use are subject to the following limited warranty, terms, conditions, and other applicable law(s).

Limited Warranty

Camelback Displays, Inc. guarantees their product under a series of warranties for manufacturing defects. Under the warranty policies, product believed to be a manufacturing defect will be repaired and/or replaced upon inspection of the issue. The customer is responsible for shipping the product to our specified production facility for inspection. At the discretion of Camelback Displays, Inc., if the issue is deemed a manufacturing defect, the product will be repaired and/or replaced and returned to the customer at no cost standard ground shipping during the first year of the warranty period. Free replacement products cannot be sent until an assessment of the supposed defective product is made. At the discretion of Camelback Displays, Inc., if the received product is deemed not to be a manufacturing defect, the customer will be notified, and the product may be repaired and/or replaced at the customer's cost. Shipping charges will be the customer's responsibility for any items needing expedited shipping. Issues that are not covered under the warranties include but are not limited to:

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

Custom displays and custom printed graphics are considered final and cannot be returned.

Warranty Policies

Each product holds its own unique warranty period.

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 Camelback Displays, Inc. immediately. Failure to sign for the package(s) as damaged, refusal of the package, or neglecting to note after 3 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 Camelback Displays, Inc. for any warranty or claim situation and any product outside of 72 hours will not have the option for a return label/call tag.

Camelback Displays, Inc. 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. Any claim correspondence will be between the customer and the shipping/freight company.

Camelback Displays, Inc. reserves the right to request documentation in the form 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 Camelback Displays, Inc. Representative may delay the claim process. An RMA/Case number may be issued depending on the warranty/claim. This number must be used in regard to all correspondence with the issue and adhered to any packaging sent to Camelback Displays, Inc. for assessment. Failure to adhere RMA/Case 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, Camelback Displays, Inc. 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 an Camelback Displays, Inc. Representative 72 hours after receipt of the product and are susceptible to a 25% restocking fee/charge. Camelback Displays, Inc. 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 Camelback Displays, Inc. Representative. The cancellation of a production order for which Camelback Displays, Inc. has

produced or ordered raw materials may result in Camelback Displays, Inc. fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/sale price. Camelback Displays, Inc. reserves the right to change prices or product designs as well as discontinue a product at any time without further notice. If a product is noted as defective that is a discontinued product; an exchange to an equivalent product will be offered or an upgrade to a premium product (at the discretion of Camelback Displays, Inc.) will be available with the customer responsible for the difference in cost.

Camelback Displays, Inc. Customer Service
877-268-7469 ▪ 8:00 am to 5:00 pm CST

Camelback Displays, Inc. 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 Camelback Displays, Inc. In cases of warranty disputes, Camelback Displays, Inc. 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.

Graphic Approval: Graphics must be approved in writing via email when you receive an emailed proof. Please only approve of the artwork when you have double-checked the proof and are ready to commit to printing. The approval is final and not reversible. Once proofs are approved, Camelback Displays, Inc. is not responsible for errors, or changes, after releasing product to production. Additional fees may be incurred if changes are requested after proof approval. Approving your proof confirms you are aware of the quality of the file(s) provided. Lead times vary based on the product line AND quantity ordered. Custom printed graphics are considered final and cannot be returned.

Pricing: All prices are subject to change without notice.

Lead Times: Extenuating circumstances may require lead times to be adjusted.

Payment: We accept Visa, Mastercard, Discover, and American Express. Customers may also send funds via wire transfer/ach or check. Please note, orders will not be placed into production until payment is made. All orders over \$5,000 that are paid by credit card will incur an additional 3% fee.

Shipping: Camelback Displays, Inc. offers pre-paid shipping options designed to save you from paying higher shipping rates. In some instances, customers may have the option to use their own shipping accounts (NOTE: not all production locations have either UPS/FedEx pickups available – ask your representative). Our main location outside of Houston, TX is a sales office only. No products will ship from this location.

Limitation of Liability: Camelback Displays, Inc. shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the content/materials on the Camelbackdisplays.com website or the performance thereof, even if www.camelbackdisplays.com has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you. When placing an order, the customer agrees to the terms of limited liability, warranty, graphic, return and refund policies.

Copyrights © ® TM SM: You the “customer” and provider of the artwork, warrants that the subject matter to be produced is not copyrighted or © ® TM or SM by a third party without prior authorization to reproduce it from its owners. The customer also recognizes that because subject matter does not have to bear a copyright or © ® TM or SM notice in order to be protected by copyright law, absence of such notice does not necessarily assure a right to reproduce. The customer further warrants that no copyright notice has been removed from any material used in preparing the subject matter for reproduction. To support these warranties, the customer agrees to indemnify and hold us, the service provider, harmless for all liability, damages, and attorney fees that may be incurred in any legal action connected with copyright or © ® TM or SM infringement involving the work produced or provided with or without the © ® TM or SM symbols present.

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Indemnification: You agree to indemnify, defend, and hold harmless Camelback Displays, Inc., its officers, directors, employees, agents, licensors and suppliers (collectively the “Service Providers”) from and against all losses, expenses, damages and costs, including reasonable attorneys’ fees, resulting from any violation of these terms and conditions or any activity related to your account (including negligent or wrongful conduct) by you or any other person accessing the site using your Internet account.