

12 Month Return-to-Base Manufacturer's Warranty

This Manufacturer's Warranty applies to signage products designed, manufactured and supplied by Prestige Signmakers Ltd ("Prestige Signs", "we", "our" or "us").

This warranty is provided on a **12-month Return-to-Base (RTB)** basis from the date of the original invoice unless otherwise agreed in writing.

This warranty is offered in addition to any statutory rights available under applicable UK law.

1. Products Covered

This warranty applies to products manufactured and supplied by Prestige Signmakers Ltd including, but not limited to:

- Illuminated signs
- LED illuminated fascia signs
- Built-up fabricated letters
- Illuminated fabricated letters
- Halo illuminated letters
- Flat-cut letters
- ACM (Aluminium Composite Material) panels
- Tray signs
- Folded aluminium signs
- Flex-face signs
- Totem signs
- Monolith signs
- Wayfinding and directional signage
- Internal signage
- Reception signage
- Wall-mounted signs
- Projecting signs
- Hanging signs
- Lightboxes
- LED lightboxes
- Printed graphics permanently applied during manufacture



- Vinyl graphics supplied as part of the finished sign
 - Manufactured steel or aluminium sign structures
 - Power supplies, LED modules and electrical components supplied by Prestige Signmakers Ltd.
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2. Warranty Period

The warranty period commences on the original invoice date and remains valid for twelve (12) months.

Any repaired or replacement product supplied under warranty will remain covered only for the balance of the original warranty period.

Replacement of any component does not restart or extend the warranty.

3. What This Warranty Covers

Prestige Signmakers Ltd warrants that covered products will be free from defects arising from:

- Manufacturing defects
- Defective workmanship
- Faulty assembly
- Material defects
- Defects in factory-installed electrical components
- Failure of supplied LED modules under normal operating conditions
- Failure of supplied power supplies under normal operating conditions

Where a valid warranty claim is accepted, Prestige Signmakers Ltd may, at its sole discretion:

- Repair the product
 - Replace the defective product
 - Replace defective components
 - Supply replacement parts
 - Provide an equivalent substitute product where the original product is no longer available.
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4. Return-to-Base Warranty

This warranty operates on a Return-to-Base basis.

The customer is responsible for:

- Removing the product from site
- Packaging the product safely
- Returning it to Prestige Signmakers Ltd

Returned products must be accompanied by:

- Proof of purchase
- Invoice number
- Description of the fault
- Photographs where requested
- Return Authorisation Number (RMA)

Returns received without prior authorisation may be refused.

Where a warranty claim is accepted, Prestige Signmakers Ltd will repair or replace the item and return it to a UK mainland address.

5. Installation Warranty

Where installation has been carried out solely by Prestige Signmakers Ltd, installation workmanship is warranted for twelve (12) months.

This includes defects directly resulting from our installation workmanship.

It does not include damage caused by:

- Third-party contractors
- Building movement
- Structural defects
- Subsequent alterations
- Customer modifications
- Adverse weather conditions

Supply-only contracts carry no installation warranty.

6. Illuminated Signs

For illuminated signs, this warranty covers:

- LED modules supplied by Prestige Signmakers Ltd
- LED strip systems
- LED power supplies
- Internal wiring installed during manufacture
- Factory-installed electrical connections
- Lightbox illumination systems

The warranty excludes:

- Normal LED lumen depreciation
 - Minor colour variation
 - Minor brightness variation
 - Customer-installed electrical components
 - External timers
 - Photo cells
 - Lighting controls
 - Building electrical installations
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7. Fabricated Letters

For fabricated letters, including illuminated and halo illuminated letters, this warranty covers:

- Weld integrity
- Bonding failures
- Structural integrity
- Manufacturing defects
- Factory-installed illumination

This warranty excludes:

- Impact damage
- Scratches



- Denting
 - Vandalism
 - Chemical damage
 - Incorrect installation
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8. ACM Panels

Warranty includes:

- Manufacturing defects
- Fabrication defects
- Incorrect panel assembly
- Bonding defects

Natural expansion and contraction due to temperature changes is not considered a manufacturing defect.

9. Flex-Face Signs

Warranty covers:

- Manufacture of the frame
- Factory tensioning systems
- Welded frame construction
- Factory-installed illumination
- Manufacturing defects in face retention systems

Warranty excludes:

- Face damage caused by impact
 - Storm damage
 - Vandalism
 - Incorrect tension adjustment
 - Printed face fading caused by UV exposure beyond expected material performance
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10. Totem and Monolith Signs

Warranty covers:

- Structural fabrication
- Factory welding
- Internal framework
- Factory-installed illumination
- Manufactured panels
- Internal fixings

Warranty excludes:

- Foundation movement
 - Ground settlement
 - Vehicle impact
 - Structural damage caused by third parties
 - Damage resulting from incorrect installation by others
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11. Graphics and Printed Finishes

Prestige Signmakers Ltd warrants graphics against manufacturing defects only.

This excludes:

- Graffiti
- Abrasion
- Vandalism
- Accidental damage
- Deliberate damage
- Cleaning using abrasive materials
- Solvent damage
- Pressure washing
- Normal weathering
- UV fading within expected material tolerances

Colour variation between print runs is within normal manufacturing tolerances.



12. Powder Coated and Painted Finishes

The warranty covers defects in factory-applied finishes resulting from manufacturing processes.

It excludes:

- Chips
 - Stone impact
 - Scratches
 - Corrosion caused by external damage
 - Chemical attack
 - Coastal corrosion
 - Environmental contamination
 - Improper cleaning
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13. Electrical Components

Prestige Signmakers Ltd warrants electrical components supplied as part of the manufactured sign.

This includes:

- LED modules
- Drivers
- Power supplies
- Internal wiring
- Factory-installed connectors

The warranty excludes:

- Electrical surges
 - Lightning damage
 - Incorrect voltage
 - Customer electrical installations
 - Water ingress resulting from external damage
 - Third-party modifications
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14. Warranty Exclusions

This warranty does not cover:

- Normal wear and tear
- Cosmetic deterioration
- Incorrect installation
- Misuse
- Neglect
- Abuse
- Vandalism
- Accidental damage
- Impact damage
- Vehicle damage
- Fire
- Flood
- Storm damage
- Lightning
- Structural movement
- Building defects
- Corrosion caused by environmental conditions
- Coastal salt exposure
- Unauthorised repairs
- Alterations
- Repainting
- Rewiring
- Removal or relocation
- Failure to maintain the sign
- Failure caused by customer-supplied equipment
- Damage caused during transportation after delivery

15. Costs Not Covered

Unless otherwise agreed in writing, this warranty does not cover:

- Removal of signage



- Reinstallation
- Access equipment
- Cherry pickers
- Scaffolding
- Traffic management
- Crane hire
- Electrician costs
- Site attendance
- Overnight accommodation
- Travel expenses
- Business interruption
- Loss of profits
- Loss of revenue
- Consequential losses

16. Customer Responsibilities

Customers must:

- Inspect products upon delivery.
- Notify Prestige Signmakers Ltd of any defects promptly.
- Maintain signage in accordance with good industry practice.
- Keep drainage holes clear where applicable.
- Clean signage using suitable non-abrasive cleaning products.
- Ensure electrical supplies comply with current regulations.
- Prevent unauthorised repairs or modifications.

Failure to meet these responsibilities may invalidate this warranty.

17. Making a Warranty Claim

Please provide:

- Invoice number
- Date of purchase
- Installation address



- Description of the fault
- Photographs
- Contact details

Prestige Signmakers Ltd may require inspection before authorising any repair or replacement.

No work should be undertaken by third parties without our prior written approval.

18. Limitation of Liability

To the maximum extent permitted by law, Prestige Signmakers Ltd's liability under this warranty is limited to the repair, replacement or supply of defective products.

Prestige Signmakers Ltd shall not be liable for any indirect, incidental, special or consequential loss, including loss of profit, business interruption, loss of contracts or any costs associated with removal, reinstallation or access equipment, except where such limitation is prohibited by law.

19. Transferability

This warranty applies only to the original purchaser and the original installation location unless otherwise agreed in writing by Prestige Signmakers Ltd.

20. Governing Law

This warranty shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with this warranty shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

info@prestigesigns.net / 01306 733789

For all warranty claims, technical support and Return-to-Base authorisations, please contact our customer service team before returning any products.





Prestige Signmakers Ltd reserves the right to inspect any product before determining whether a defect falls within the scope of this warranty. Repairs or replacements carried out under this warranty do not constitute an admission of liability and are provided solely in accordance with these warranty terms.

