

Warranty Guarantee Policy

Inscribe Australia proudly stands behind all work manufactured and produced by our qualified Team Members. Our craftsmanship and materials are backed by a full warranty and are guaranteed to perform as specified.

Inscribe Australia backs our suppliers guarantee as follows:

Polymeric and Cast computer cut digitally printed vinyl up to 3 Years
Engraved Metal & ABS Plastic Labels / Signs / Plaques for 12 months

Satisfaction Guarantee

Your purchase is backed by a 100% satisfaction guarantee. If you are not completely happy with your product or the product will not perform as expected, we will refund you 100%. All claims must be in writing and returned with the completed Returns Form within 30 days of the product being delivered.

Art Proofs

All custom jobs will be provided with an Art Proof, this is the final layout and once signed and approved production will commence. Any errors in approved art work will be at the customer's expense.

Warranty, Terms and Conditions

Sign & Engraving:

Under normal use and service should the sign or engraved product malfunction during the warranty period of the sign or engraving defects due to poor workmanship or materials, Inscribe Australia will at their discretion repair or replace any of the defective materials.

Vandalism to Sign Faces or Engraved Products and Vandal Covers:

Warranty does not cover any vandalism unless the product was designed as vandal proof.

Additional Warranty Terms:

- 1.1 This warranty covers normal use and service. Damage caused by abuse, lightning, acts of God, and any consequential or contingent liability is excluded from this warranty. Warranty claims must be registered with *Inscribe Australia within 15 days of damage or malfunction.*
- 1.2 Inscribe Australia reserves the right to visit the site of the installation or request documentation of the claim before assuming any responsibility under the provisions of this warranty. Removing and re-installing repaired or replacement parts is the responsibility of the owner.
- 1.3 Upon delivery, small incidental blemishes and scratches are considered normal unless they can be viewed 1.5 meters or more under normal use conditions.
- 1.4 Inscribe Australia assumes no liability for damage caused by careless handling or poor installation except for work completed by employees or agents of Inscribe Australia.
- 1.5 Service to a damaged or malfunctioning sign or engraved product which has not been ordered or authorised by Inscribe Australia is not covered under this warranty.
- 1.6 In the event the sign or engraved product has been damaged during shipping, it is the responsibility of the buyer to refuse delivery causing the item to be returned to Inscribe Australia Pty Ltd for repair or replacement.

The foregoing warranty is exclusive and in lieu of all other warranties whether written, oral or implied.