



Warranty Information

- Our warranty period is for one (1) year as noted in the standard warranty nomenclature below. Any product that has either been repaired or replaced under this warranty shall, itself, have warranty coverage for the longer of ninety (90) days or the remaining warranty period.
- All warranty work is performed on a “as need” basis when service work is required as notified by a client representative. Typically, our field crews will respond within 48 hours of notification to assess the situation and address any corrective measures required.
- Should a warranty situation arise that poses any type of danger or threat to Renown employees and/or the general public, are staff members are fully trained to escalate for immediate repair.
- All warranty issues are handled in the same manner whether a result of faulty product, substandard materials, manufacturing and/or installation issues.
- Onsite repairs include the majority of signage issues which extends from material delamination to lighting outage to structural concerns, etc.
- Offsite repairs consist of issues that require labor involving large machinery, custom paint work or conditions not conducive to the current weather conditions.
- Our service capabilities extend beyond signage provided exclusively by Image Group. We are able to provide the necessary field crews to effectively service any sign structure whether produced by Image Group or another vendor. Should service work be performed on signage not produced by Image Group, the warranty period for said repairs shall extend for one (1) year.

IIMAGE GROUP BRAND, INC. Limited Warranty Statement

Image Group Brand, Inc. (“Image Group”) warrants all signage components manufactured and installed against defects in materials and workmanship by Image Group (except lamps, ballasts, transformers) for a period of one (1) year from the date of delivery by Image Group (the “Warranty Period”). Additionally, Image Group will pass through any warranties as provided by material manufacturers. All products sold hereunder, and as outlined in the underlying contract between the parties with respect to such products, will conform to Image Group’s published specifications, if any, in effect as of the date of fabrication.

The foregoing warranty shall not apply if any allegedly defective product: (i) has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling or use contrary to any instructions issued by Image Group, (ii) has been repaired or altered by persons other than Image Group, (iii) has been installed, operated, repaired and maintained by a third party, (iv) has failed due to an Act of God, including but not limited to fire, flood, tornado, earthquake, hurricane or lightning, terrorism or other force majeure-type events or circumstances, or (v) has been used with any third party product which has not been previously and expressly approved in writing by Image Group.



Business Continuity Plan (Disaster and Recovery Plan)

Image Group uses a distributive business model. We are supported by strategically located, self-sufficient manufacturing facilities that maintain an independent inventory control model with a supply chain dedicated to each location. In the case of natural or manmade disaster we are able to quickly divert the necessary resources to maintain a seamless continuity of our manufacturing process.

In addition, we maintain independent Project Management support offices with the flexibility to accommodate the ebb and flow of large programs and quickly and efficiently place personnel and materials where they are needed. The remote Project Management support offices combined with those located at our design and manufacturing facilities, we can accommodate the rigors of large scale conversion projects. All internal information systems are all accessible online by the designated project managers, from any place at any time.

This model is particularly advantageous as part of an emergency recovery plan. In the event of a natural or man-made disaster, all operations, including manufacturing, project management and installation, can be shifted to another of our facilities with relative ease.

All IT systems and intellectual properties including order processing systems, customer service procedures, client specific information, project schedules, and supply chain details are stored on our remote servers with daily back-ups maintained in an offsite location. This ensures that all proprietary information is always secure as an available resource to any of our locations.



Project Dispute Clarification

Legal Proceedings:

Image Group as a company, including all owners, partners and employees **has never been involved in litigation** or other legal proceedings relating to its/his/her provision of any related services including but not limited to sign design, maintenance, and/or engineering services.