

2 Year No-Hassle Labor Warranty

Standard Terms and Conditions

SALES PARTNER RESPONSIBILITIES

This is simple.....

Step 1 – When the display is up and running, register it with Technical Services (see attached commissioning form)

Step 2 – Notify the Adaptive Technical Services Team if you determine you will need to make a service call to the site. Adaptive reserves the right to stay closely engaged with the Sales Partner's service team and/or the end customer to assist with the proper diagnosis of the problem as well as insure correct spare parts are deployed.

Step 3 – Notify Adaptive Technical Services of the outcome of the service visit and return failed (or unused) parts in the supplied return mailers.

ADAPTIVE RESPONSIBILITIES

1. Develop, Produce and Deliver high quality outdoor sign products, accessories and software that do not require service calls.
2. Provide free technical training and support materials to assure our Sales Partners are properly prepared to install and service Adaptive Outdoor Products.
3. Record Keeping
 - a. We'll record the "official" commissioning date. (The date when the sign is up and running to the owner's satisfaction)
 - b. We'll keep records of all reported service incidents and spare parts that may be needed after the sign is commissioned.
 - c. We'll insure parts are properly credited when returned.
4. Service Trip Preparation
 - a. When informed of a pending service call, Adaptive will insure our Sales Partner has the appropriate parts and information to facilitate a quick and satisfactory outcome for the end user.
 - b. Adaptive will be prepared with rapid availability and delivery of replacement parts.
5. Compensation
 - a. During installation and commissioning – Adaptive's Sales Partner is responsible for labor and equipment costs for installing and commissioning the sign. However, if there are component failures that are Adaptive's responsibility and require a return visit to complete the commissioning, Adaptive will compensate the Sign Partner for the labor and equipment required for the additional trip at the established flat rate.
 - b. The 1st post-commissioning service incident requiring a trip to the installation site will be the responsibility of Adaptive's Sales Partner. (Warranty Parts and Technical phone support are still Adaptive's responsibility)
 - c. Subsequent post-commissioning service incidents requiring a trip to the installation site will be compensated at the established flat rate within 30 days of completion.
 - d. Payment will be made in the form of a credit to the Sales Partner's account.
6. Rate
 - a. Adaptive will pay a flat rate of \$350 for eligible service incidents. This rate was calculated to cover our Partners' costs of a typical site service call.
7. Eligibility
 - a. The 2 year labor warranty period begins on the date of commissioning or 30 days after the shipment of the product from Adaptive, whichever is earlier.
 - b. This program is available to eligible Adaptive Sales Partners only.
 - c. Adaptive reserves the right to cancel eligibility of a Sales Partner for cause with 2 weeks written notice.
Definition of "cause": This program has been put in place to insure end users have a positive experience with the Adaptive sign installation and to insure our Sales Partners are not unduly burdened with supporting Adaptive products. The Adaptive Technical Services Team is always available to our Partners for support and training. If a Partner is unable or unwilling to provide appropriate support to the end user or if the Partner purposely attempts to take advantage of this program, Adaptive must take the necessary steps to insure the end user is properly cared for. That may require establishment of a new partner in the area and transfer of the labor warranty program to that new Partner.
 - d. This program is in effect for A Series outdoor displays ordered beginning June 1st, 2013.
 - e. This program includes the following product lines; A16 and A20 series of outdoor full color displays.

SERVICE/WARRANTY/LIABILITY LIMITATIONS AND GENERAL

1. Please refer to the Peace of Mind Warranty sections 5, 6, and 7 for information that governs this coverage.