



Service Call Policy:

Although our warranty specifically excludes any charges for labor or labor reimbursement, we may at times, at our sole discretion, provide field service performed either by Lamar personnel or outside contractors hired by Lamar or our suppliers. In most cases, the reported defects are attributable to installer error, including but not limited to improper connections, lack of grounding, reversed polarity, line voltage applied to low voltage dimming leads or no power to branch circuit. There have also been cases of high or low voltage exceeding normal tolerances, erratic or 'dirty' power, or damage caused by electrical spikes, lightning or other factors.

***Service calls which are determined to be a result of anything other than manufacturers defects will be invoiced to the customer and may include travel expenses, tolls and other incurred costs.***

Our standard policy is to provide replacement for defective parts, which may be supplied by Lamar or our suppliers. It is the policy of some of our suppliers to require the return of defective LED components including boards and drivers for failure analysis prior to shipping replacement parts. Parts deemed to be failed or damaged due to installation or power related issues will incur charges for materials and shipping.

By signing below, you understand and agree to accept responsibility for service call charges and/or any material or shipping charges for anything other than manufacturers defects.

Signed: \_\_\_\_\_ Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_ Company: \_\_\_\_\_

Job Site name and address:

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