



EXHIBIT & DISPLAY GROUP

Orbus Exhibit & Display Group Warranty Policy

Orbus Exhibit & Display Group guarantees their product under a series of warranties for manufacturing defects covering Exhibitors' Handbook, Origin, DFA Products, SignPro and Luminosity. Under the warranty policies, product believed to be a manufacturing defect will be repaired and/or replaced upon inspection of the issue. The customer is responsible for shipping the product to Orbus for inspection. At the discretion of Orbus, if the issue is deemed a manufacturing defect, the product will be repaired and/or replaced and returned to the customer at no cost standard ground shipping. Free replacement products cannot be sent until an assessment of the supposed defective product is made. At the discretion of Orbus, if the received product is deemed not to be a manufacturing defect, the customer will be notified and the product may be repaired and/or replaced at the customers cost. Shipping charges will be the customers responsibility for any items needing expedited shipping. Issues that are not covered under the warranties include but are not limited to:

- Mistreatment of product
• Unauthorized alteration
• Natural disasters
• Failure to follow product instruction sheets & labeling
• Incorrect use
• Theft
• Loss
• Vandalism
• Destruction
• Damages occurred while in transit

Warranty Policies

Each Exhibitors handbook product holds its own unique warranty period. Refer to the Warranty Icons located near each product in the Exhibitors Handbook for that products Warranty Period.



Denotes a Graphic Limited Warranty of 6 months



Denotes a Graphic Limited Warranty of 1 year



Denotes a Hardware Limited Warranty of 90 days



Denotes a Hardware Limited Warranty of 1 year



Denotes a Hardware Limited Warranty of 5 years



Denotes a Hardware Limited Lifetime Warranty

Terms & Conditions

Upon the acceptance of delivery, you agree that the package(s) have arrived without any visible shipping damage. If shipping damage is noted, sign for the delivery as damaged and contact Orbus Exhibit and Display Group immediately. Failure to sign for the package(s) as damaged, refusal of the package, or neglecting to note after 3 business days any damage that may have occurred during the shipping process will be treated as a warranty claim and are subject to the terms and conditions of our warranty. The option to issue a return label/call tag is at the discretion of Orbus for any warranty or claim situation and any product outside of 72 hours will not have the option for a return label/call tag.

Any errors occurred during the shipping/freight process that shipped under the Orbus prepaid freight service will be guaranteed and covered should the shipper lose, damage or delay a product outside their guaranteed delivery time. Orbus will process the claim information and replace the affected product. For orders shipped using a customers shipper number or a third party shipper number, the customer will be responsible for replacing the affected product at cost and following through with the claim through the shipping/freight company. Orbus will begin the claim process and provide the customer with the claim information. Any further claim correspondence will be between the customer and the shipping/freight company.

Orbus reserves the right to request documentation in the forms of photos, copies of packing slips and the like to ensure the issue is resolved promptly. "Standard questions" may also be asked in order to provide accurate and timely customer service. Failure to provide the necessary information requested by an Orbus Representative may delay the claim process. An RMA/Case number may be issued depending on the warranty/claim. This number must be used in regards to all correspondence with the issue and adhered to any packaging sent to Orbus for assessment. Failure to adhere RMA/Case information to a package will delay the claim/warranty process.

Should you need to return a product due to order cancellation or any reason other than a warranty matter, Orbus reserves the right to carry out a full inspection of the product before accepting the return. All returns of this nature must be noted to a Orbus Exhibit and Display Group Representative 72 hours after receipt of the product and are susceptible to a 25% restocking fee/charge. Orbus will not accept the return of a used or custom made product or graphic. Product should be returned in the manner in which it was received.

Order cancellations must be confirmed and approved by an Orbus Representative. The cancellation of a production order for which Orbus has produced or ordered raw materials may result in Orbus fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/sale price.







Orbus reserves the right to change prices or product designs as well as discontinue a product at any time without further notice. If a product is noted as defective that is a discontinued product; an exchange to an equivalent product will be offered or an upgrade to a premium product (at the discretion of Orbus) will be available with the customer responsible for the difference in cost.







Orbus Customer Service Hotline
866.486.5116
8 am to 4:30 pm CST







Orbus Exhibit and Display Group guarantees the quality and functionality of its products when used in the correct manner as illustrated on each products instruction sheet.

Failure to comply with Warranty Terms & Conditions may result in additional charges and fees, determined at the discretion of Orbus Exhibit and Display Group. In cases of warranty disputes, Orbus Exhibit and Display Group reserves the right of the final judgment and/or decision on the nature and cause of damage and the fair and applicable warranty response and/or solution.

Warranty Assessment of Product - 2010

CATEGORY	PRODUCT	1 YEAR	5 YEAR	LIFETIME	OTHER (SPECIFY)		
							
Bannerstands	Imagine						
	Excalibur						
	Barracuda						
	Advance						
	Blade LX						
	Orient						
	Orient 2						
	Pacific						
	Contender						
	Lightning						
	Dash 1 & 2						
	Dash Literature Pocket						
	Dash Mega 1 & 2						
	Pegasus						
	Pegasus Mini						
	Uno						
	Orchid						
	Elevate						
	Blok						
	Outdoor Product	Wind Dancer LT					
Wind Dancer							
Wind Dancer Spire							
Blast							
Storm Pro							
Rocket							
Brute							
Monsoon							
Zoom							
Whirlwind							
Blizzard							
DFA/Economy	Retractor 2						90 Day/DFA
	Retractor 4						90 Day/DFA
	Retractor 5						90 Day/DFA
	Retractor 6						90 Day/DFA
	Retractor 7						90 Day/DFA
	Telescopic 1						90 Day/DFA
	Telescopic 2						90 Day/DFA
	Telescopic 3						90 Day/DFA

CATEGORY	PRODUCT	1 YEAR	5 YEAR	LIFETIME	OTHER (SPECIFY)		
							
	Telescopic 4				90 Day/DFA		
	Spring 1-1				90 Day/DFA		
	Spring 1-2				90 Day/DFA		
	Spring 1-3				90 Day/DFA		
	Spring 3				90 Day/DFA		
	Spring 4				90 Day/DFA		
	Spring 5				90 Day/DFA		
	Spring 6				90 Day/DFA		
	Spring 7				90 Day/DFA		
	LR1 & LR2				90 Day/DFA		
	Scroller 1				90 Day/DFA		
	TT				90 Day/DFA		
	Backwalls/Info Centers	Aero					
Observe Grand							
Observe Pro							
Coyote & Like							
Formulate							
Hanging Structures							
OCP							
OCP Elite							
OCS							
OCL							
OCT							
OCF							
Tension Fabric	Hopup & Like						
Tabletop Products	Vort-X Mini				90 Day/DFA		
	Breeze				90 Day/DFA		
	Signature				90 Day/DFA		
	Table Ace				90 Day/DFA		
Folding Displays	Horizon						
	Efex						
	Hero						
	Voyager						
Counters	V-Class						
	Campaign						
	Hopup Counter						
	Symphony						
Linear	Tabletop						
	Counters						
	Monitor Kiosks						
	10' x 10'						

CATEGORY	PRODUCT	1 YEAR	5 YEAR	LIFETIME	OTHER (SPECIFY)		
							
	10' x 20'						
	Linear Pro						
Orbital Express Truss	10' x 10' Kits						
	10' x 20' Kits						
	20' x 20' Kits						
Display Additions	Oasis						
	Step Stool						
	Leader						
	Apex						
	Synergy						
	Wedge						
	Trappa						
	Lumina SPT Case						
	Lumina FLD Case						
Literature Racks	Zedup 1						
	Zedup Lite						
	Illusion						
	10 Up						
	Titan						
	Innovate						
	Victory						
Luminosity Lighting	Lumina 1						
	Lumina 2						
	Lumina 3						
	Lumina 5						
	Lumina 6						
	Lumina 7						
	Lumina 8						
	Lumina 9						
	Lumina 10						
	Lumina 11						
	Lumina 12						
	Lumina 13						
	Lumina 200						
	Lumina 200 LED						
SignPro	All Product						
Orbus Graphics	Indoor & Outdoor Inkjet						1 year limited
	Outdoor Dyesub						6 month limited

Product covered in this list is based on the current version of the Exhibitors Handbook and is a temporary reference guide for product warranties. This is a temporary guide that will only be used until the warranty icons displayed above are reflected in the updated Exhibitors Handbook, expected in July of 2010.