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### **Letter of Warranty:**

1. Vista System provides a lifetime warranty for its products.
2. The warranty does not cover electrical components, excluding instances where the hardware provided was damaged prior to first usage.
3. In instances where a defective or damaged product was supplied, Vista System will fix or replace said item, at no charge, to the customer's full satisfaction:
  - a. Section 3 is applicable in instances where the use and application are in the scope of the warranty guidelines.
  - b. Vista System will not fix or replace a product ordered but found not to match the customer's needs.
  - c. Vista System is not responsible for any direct or indirect loss, injury or damage resulting from use or inability to use the product.
  - d. Vista System will not cover labor costs for products installed and/or disassembled not according to company guidelines and/or instructions.
  - e. Vista System will not cover expenses resulting from a defective or damaged product, including damage to a third party. Vista System will only replace a damaged product as noted throughout Section 3.
4. Vista System will provide warranty and service exclusively to products installed according to company guidelines and/or instructions, by a certified, qualified and skilled professional, using appropriate tools.
5. The customer is required to provide prior notice to Vista System, before product manufacturing, in instances where the products are intended to be placed outdoors, in extreme weather conditions, in proximity to the sea or in extreme temperatures.
6. Please consult with the Vista System R&D team prior to placing an order to clarify any uncertainty. Consultations are provided free of charge.
7. The warranty is not valid in instances where the sign is repeatedly installed and uninstalled.
8. Vista System warranty will not apply in the following instances: accidental or intended damage to the product, vandalism, improper maintenance or use of chemical agents and detergents not previously approved by Vista System.
9. Vista System warranty will not apply in the following instances: damage occurred by the elements, force major, storms, earthquakes, acid rain, war, etc.
10. Vista System will not provide warranty to products technically modified outside Vista System's laboratories.
  - a. Prior to modifying the product, a consultation with Vista System R&D team is required.
  - b. Any modification must be approved beforehand by Vista System or made within Vista System's laboratories.
  - c. Decorating, painting, etching or engraving Vista System's products is prohibited without prior consultation with the Vista System R&D team.
11. Vista System warranty is restricted solely to sign products and their parts. No warranty is granted to: installation or disassembly, replacing of inserts and graphics, shipment fees, additional costs for replacing a damaged item – including installation, shipments or any other form of profit loss as a result of the above stated.
12. Products and components that have been custom coated and/or custom painted are warranted for one year from day of supply.
13. Metal products and components are warranted for one year from day of supply.



14. When placing an order which includes electrical components, the customer is required to provide a specification of the voltage requirements in the target country.
  - a. The customer bears the responsibility to verify the feasibility of importing the electrical components required.
  - b. The customer will not be refunded for any product or component not allowed to enter the target country due to legal requirements in his target country.
  - c. Vista System will not bear expenses resulting from in adherence to the exceptions stated in section 14.
15. Vista System products are to be maintained using a soft moist cloth.
16. The transparent foil protecting the insert materials is not to be cleaned using any moist wipes.
17. Vista System's products are to be assembled and installed using proper and intact tools only. Any damage to the products caused by the use of inappropriate tools will not be covered.
18. Immediately upon discovery of a faulty or damaged product / component, the customer is to notify Vista System in writing with supporting images.
  - a. Vista System will provide instruction on the course of action to be taken.
  - b. Prior to dealing with a faulty or damaged product, consultation with the Vista System R&D team is required.
  - c. Dealing with a faulty or damaged product, prior to Vista System expert's feedback or in spite of instructions given, will eliminate said warranty.
19. Vista System products are inspected and packed in a sterile environment as part of a quality assurance procedure prior to the release of the goods.
  - a. The customer is required to notify Vista System, immediately upon the discovery of a faulty or damaged good.
  - b. The use of a faulty or damaged product, as well as the attempt to fix it without specific instructions from the Vista System R&D team is absolutely prohibited.
  - c. Vista System is not responsible for damage incurred during the unpacking process at the customer's end.
  - d. It is required to keep all packing components in case of a faulty or damaged product, as images of both the packages and products are required.
  - e. In some instances the customer will be requested to send the damaged product back to Vista System in its original package.
20. This warranty is solely limited to Vista System products.
  - a. Components imbedded in the product which have not been supplied by Vista System will not be included under this letter of warranty.
  - b. Products including components not supplied by Vista System may not be included under this letter of warranty.
  - c. It is Vista System's discretion, whether to fix a product/component or replacing it with a new one.
  - d. Granting a warranty, fixing or replacing a product by Vista System does not imply the agreement or approval by Vista System to any damages in the product and/or admittance of any expense or damage caused by using or trading the product.