



MANUFACTURER'S LIFETIME WARRANTY

All Ackland Media Frames carry a Lifetime Warranty to be free from defects in material, workmanship and operation, under normal use and service, for the service lifetime of our product. "Normal use and service" includes interior and exterior applications on stationary walls, as well as box trucks and semi-trailers regularly moving at high speeds.

Description of Warranty: This warranty applies when the product is used for the purpose intended, and does not cover modifications and alterations, or improper use and care. Warranty requires that product is installed exactly as prescribed by manufacturer, or is installed by Manufacturer's Service Dept. Installation Instructions are shipped from manufacturer with every order, and are also available for download on website: www.AcklandMediaFrames.com. Subject to these terms and conditions, warranty begins at time and date of shipment from the factory, and is extended only to the original purchaser.

Remedies: If a claim is made under this Warranty and, after investigation by AMF, proves to be valid, AMF will immediately either repair or replace the defective product, at its sole option. Upon such a repair or replacement, the original remaining Warranty period will continue in effect and be applicable to the repaired or replacement product. If a frame component covered by this Warranty has been discontinued at the time of repair or replacement, or if AMF determines, in its sole discretion, that such repair or replacement is inappropriate, AMF reserves the right to refund the original purchase price of the product. Except as expressly provided in this Warranty to the contrary, AMF SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR OR OTHER COSTS RELATED TO INSTALLATION, REPAIR OR REPLACEMENT; OR FOR LOSS OF, OR DAMAGE TO, ANY MATERIAL WHICH IS NOT SOLD BY AMF.

Protective Coating: All AMF "Cover Plates" are certified to be anodized, unless otherwise indicated on sales order. Anodizing prevents and improves resistance to wear, but does not eliminate corrosion. Corrosion can occur as the "seal" of the coating is broken. This occurs from impact, abrasions, and penetrations to the factory finish. If frames become damaged, the outer layer can be purchased independently of the lower layer.

Adhesive Bonding Strips: After interchanging vinyl media multiple times, the adhesive Bonding Strip located on the Base Plates may lose some or all of its adhesion. Adhesion will also be diminished if left exposed to weather, dust and elements. Replacement Adhesive Strip is available for purchase from Ackland.

Fastening: Stripped out screw holes do not constitute a breach of warranty. If screw holes become stripped due to overtightening, there are (2) simple remedies: 1) Substitute #12 Sheet Metal screws in place of the #10 screws that come from Ackland. This requires no pre-drilling or prep whatsoever, and results in no noticeable aesthetic difference; 2) Remove screw from the hole where it has been overtightened, and simply choose another insertion location somewhere along the screw guide (fine groove running the length of the extrusion). Relocating the screw will leave a hole where the screw was previously located. If such holes are deemed to be noticeable or unsightly, you may want to leave the original (loose) screw in its place, purely for appearance, and still insert a new one nearby on either side, for a secure installation.

Shelf Life: 12 months from date of purchase. The frame system must be installed within (12) months after the purchase date or the Ackland Media Frame System is not covered by this Warranty.

Storage & Installation: Ackland Media Frames must be stored in a humidity and temperature controlled area, protected from the natural elements, excessive moisture, etc., AND must be installed in an area above (16C/50F) or it is not covered by this Warranty.

Exclusions: Ackland is committed to manufacturing products according to the high standards of quality and excellence, however, all final decisions concerning these standards are exclusively within the discretion of AMF. AMF' inspection procedures and material safeguards protect against shipping products of unacceptable quality. The following are conditions are not covered by this warranty:

1. **Installer Error** – Installer error does not constitute a product defect. AMF makes no warranty if the frames are not installed and interchanged as directed in Ackland's written instruction guide. (An instruction guide is shipped inside of each container, with every customer order.)
2. **Unrelated Damage** - Damage to any product sold by AMF due to misuse, neglect, malicious or inadvertent act, or any other cause, by any one person other than AMF' employees or contractors, whether direct or indirect, shall constitute a breach of warranty for that product.
3. **Unintended Modification** - Any Ackland Frame product which has been modified as a result of use *with or near* any non-Ackland Frame component is not covered by this warranty.
4. **Neglect, Misuse or Abuse** - Any Ackland Frame having a defect caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including torn vinyl that is not repaired or removed immediately, is not covered by this warranty.

Exclusive Warranty - Except as expressly stated otherwise in this Warranty, AMF MAKES NO, AND DISCLAIMS ALL, WARRANTIES, REPRESENTATIONS AND GUARANTEES (WHETHER EXPRESSED, IMPLIED OR STATUTORY), INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING, CUSTOM OR USAGE OF TRADE. Except where prohibited by law, AMF will not be liable for any losses or damage arising from the AMF product, whether direct, indirect, special, incidental or consequential, regardless of legal theory asserted, including warranty, contract, negligence or strict liability. No employee, representative or agent, nor any other person has authority to assume or incur on behalf of Ackland Media Frames any obligation or liability in place of, or in addition, to this Warranty.

Claims - All claims and other communications under this Warranty must be made to Ackland Media Frames (if purchased directly from AMF) or to the claimant's AMF Vendor or Affiliate where purchased. Each claim must be in writing, with brief description of defect, and be accompanied by a photo/copy of the original purchase receipt. The claimant must provide to AMF or to their AMF Vendor or affiliate, other information and evidence reasonably required by AMF and, if requested, must permit inspection of the product by AMF or its representatives. If, after investigation, AMF determines that the claim is valid, the remedy will be performed by or on behalf of AMF in accordance with the above heading, "Remedies".