



# FABEREXPOSIZE

VISUAL EXPERIENCE

## Guarantees

FaberExposize AB guarantees that the ordered products will be delivered according to agreed specifications and submitted art-work from the customer. In case of quality defects, FaberFlags AB must be informed within 48 hours from the time the defect is detected and no longer than 5 working days from the delivery of the order.

FaberExposize AB cannot give any guarantees on the lifetime of the printed products as these are dependent on external factors and choice of materials. Expected lifetime usually ranges from 2 to 6 months but for some up to 3 years. In case of suspicion of defective quality in durability, FaberExposize AB must be informed within 3 working days of discovery of defect.

All warranties apply from the time the product has been delivered.

For further details, we refer to our general terms and conditions.

## Routines for complaint

Following information is required:

- The order in question (FaberExposize order number)
- Does it concern the whole order or only parts (if parts, please specify).
- Describe what has happened.
- Send image of what is to be advertised
- If necessary, the product should be sent back to production for assessment.

Confirmation of receipt of the complaint normally follows within 24 hours. Further follow up is dependent on the individual case and done in dialogue with the customer.

