

Lifetime Hardware Warranty

Optima Graphics, Inc. is pleased to offer a lifetime warranty on all hardware products purchased from Optima Graphics. Policy applies to original purchaser. No product registration is required. Optima Graphics will replace or repair all hardware supplied to our customers purchased after 7.7.09. However, Optima Graphics does reserve the right to inspect hardware and exclude warranty claims that have resulted from vandalism, theft, negligence, fire, natural disasters, modifications, or losses in shipment that may be covered by your insurance and/or freight carrier. Lifetime hardware warranty does not apply to graphics produced by Optima Graphics nor electrical components. Please contact your Account Representative with any questions relative to graphics or graphic production. Warranty repairs will follow general turn around times and will need to be coordinated and processed through Optima Graphics customer and not directly through the end client. All shipping costs are the responsibility of the customer.

Optima Graphics will also make available, for all reasonable requests, appropriate replacement parts so Optima Graphic's direct customers have the option to make necessary repairs themselves. Items such as scissors and hubs can be requested from and shipped from Optima Graphics at no cost including free ground shipment. If receipt of replacement parts requires expedited shipping, Optima will bill its direct customer for those expedited shipping costs.

Please contact your Customer Service Account Representative or Account Executive for questions concerning this policy.

NOTE: Electronic products are not covered by optima's Lifetime Hardware Warranty.



HDL Guarantee

HDL is a premier laminate in the market. It has a satin or matte surface finish, is scratch and ding-resistant, immune to edge delamination, prevents tunneling and is rollable in either direction. Due to its high quality and durability, the HDL has a Lifetime Guarantee against delamination. Any HDL graphics which delaminate during normal usage, will be replaced at no cost as long as the customer owns graphic. However, if they have been improperly handled such as rolled to tight, folded etc. the graphic will not be covered by the guarantee.

HDL Satin: A durable thermal laminate sandwich with a satin finish and gloss backing.

HDL Matte: A durable thermal laminate sandwich with a matte finish and gloss backing.

