

Masterpiece Graphix
1500 Fenpark Drive
Fenton, MO 63026
P: (636) 349-6401
F:(636) 349-6402
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Masterpiece Graphix Return Policy

Masterpiece Graphix guarantees all of their products to print within the first six to twelve months, depending on the type of material. Please open all skids, boxes and packages carefully. Items must be returned in proper packaging and include everything listed below. Discrepancies in shipments must be reported within 30 days of receipt. If there is a problem with an order it is the customer's full responsibility to follow the procedure stated below.

1. **SAVE ALL OF THE MATERIAL IN QUESTION!** Send the following items to the address listed below:

- a) The roll label sticker(s) or an exact copy of the roll label sticker(s) must be maintained and submitted to Masterpiece Graphix.
- b) The quantity of the material believed to be damaged
-Provide the roll quantity and width/length of each roll
- c) The weight of the material and the number of skids needed to return it for recoating
(Having this information beforehand speeds up the process when the claim is approved).
- d) A 10 foot sample of the damaged material

Attn: Claims
Masterpiece Graphix
1500 Fenpark Drive
Fenton, MO 63026

2. Once the samples are received, Masterpiece Graphix will determine whether the problem with the material was a result of Masterpiece Graphix or the supplier of the material. After this is determined, someone from Masterpiece Graphix will contact your company regarding the next step in getting your situation resolved.

Failure to follow these guidelines may result in a loss of the customer's warranty. Masterpiece Graphix will not be financially responsible for return shipments sent without a Material Authorization Number. Issuance of an RMA is not an automatic entitlement to a refund or replacement. All returned items are subject to inspection by Masterpiece Graphix. All refunds will be less shipping costs. Any unauthorized return shipments will be the responsibility of the customer.