

Training & Warranty & Service Policies

The following terms and conditions govern the use of the site www.Sign-in-China.com
Placing an order and/or use of this site constitutes acceptance of these terms.

Training

Standard Sign-In-China.com price list does not including training cost for customers, so we have two methods for training:

A: You arrange staff to get training in our facility. Such training will be free of charge for you - training time depends on the model or software you want to learn, and you will be responsible for this journey cost.

B: If necessary, we will arrange engineers to give you training in your facility. You will be responsible for the cost that happens during this training (i.e. air ticket, board and lodging in your country, etc).

Warranty:

1. Sign-In-China provides 12 months warranty for the machine (Laminator, cutting plotter, laser engraving and cutting machine and CNC router), except the consumable products, such as blade, engraving tool, laser tube, reflecting mirrors and lens.

Warranty starts from the machine is arriving at destination port in your country.

2. All extra parts for the machine can be purchased from Sign-in-China.com.

3. We will provide the pictures of product and package to you, when you get the machine or parts, please check the package first and open it to check your ordered products exactly. If the package is defective, you can make a claim for the logistics company and take some photos. If we have made a mistake or an item defective, please call +86-10-63705868 for our customer service department. You must promptly inform us about any defects, shortages, and exceptions within 7 days from receipt of your order or the order is considered completely.

4. If you should experience a problem with your machine, send email to support@Sign-in-China.com or please call service number +86-10-63705868 for the technical person of ChinaSigns. Please be specific in your explanation of the problem.

Sign-in-China.com Technical Support Staff will review your problem or question, then give you regarding troubleshooting procedures. **PLEASE BE PATIENT!** Our technicians respond to questions in the order that they are received. Please reference your original order number and sales's name.

5. 1). If your machine is under warranty, and our technicians confirm that we need to fix that part for you by return(under the condition that machine failed due to us), an **RMA** will be issued . You need to send the original parts to us for fixing, then we will send back the fixed one; if it can't be fixed, we will send the new one free of charge to you for replacing . You are responsible for the shipping cost to and from our facility.

2). If your machine is out of warranty, our Technical Support will assist you in troubleshooting and repairing your machine via phone or internet.---all this service will be free of charge for you. If we determine that repair can not be accomplished via these methods, a deposit **MUST** be paid for any fixing or replacement parts at the time. You are responsible for shipping costs to and from our facility.

We do NOT accept returns on consumable items (i.e.laser tube, mirrors and lens, vinyl, software, etc.) except for quality problems.

The address to send your parts back or any contact is: 4th Fl, Building 8, Community 12, ABP #188, Fengtai District, Beijing China. 100070.

Service:

1. Sign-in-China.com 24 - hours working phone call: +86-10-63705868 for service

2. Sign-in-China.com LIVE support on our www.sign-in-China.com will be online every day

3. Sign-in-China.com email service support: Support@Sign-in-China.com

Please visit our website www.Sign-in-China.com for any information.