LETTERS, LOGOS, PLAQUES, AND PLATES

Gemini takes great pride in quality and craftsmanship, only supplying the best materials for our community of authorized Gemini partners. Each order undergoes a detailed, hands-on inspection to guarantee it meets our standards for appearance, durability, and lasting quality. Should a Gemini manufactured product fade, break, or contain any defect, we will refinish or replace the defective materials in accordance with our warranty. Thank you for your business!

OUR GUARANTEE TO YOU

Gemini guarantees all our standard products. That means should a product fade, break, contain any defect, we will refinish or replace the defective materials at no cost to you, as long as the product is installed in its original location. This warranty does not cover damage resulting from theft, vandalism, acts of God, or product which has been relocated from its original installed location. Our warranty applies solely to defects in Gemini-sourced materials and manufacturing, such as improper bonding, material flaws, or errors in fabrication that affect the performance or appearance of the product.

All Gemini products are designed to last a lifetime. We rigorously test all our materials and finishes to deliver products that we know will last.

Warranty Details:

- Gemini's interior products carry restrictions on installation locations as the topcoats, substrates, and finishes are designed for interior use only. These products do not carry a lifetime warranty if used outdoors:
    - Raised Print and Colorlast: Lifetime interior warranty; limited seven (7) year exterior warranty
    - Laminate: Lifetime interior warranty only
    - Flat Cut PVC: Lifetime interior warranty only
- Gemini's illuminated products carry the following warranty:
    - Trimless Channel letters carry a 10-year warranty on the non-electrical components of the letter (i.e. faces, cans, and backs).
    - All other illuminated products carry a lifetime guarantee on the non-electrical components of the letter (i.e. faces, cans, and backs).
    - All electrical components carry a 10-year warranty that applies to both interior and exterior installations.
- Gemini's signs that include vinyl application hold a 7-year warranty on all vinyl elements that are applied to the following signage:
    - Acrylic inserts of Gemini's Standard Fabricated Face Lit and standard Fabricated Face Lit Blade signs

- Acrylic inserts of Gemini's Fabricated Trimless Face Lit, Trimless Channel, Fabricated Push Thru Inserts, and Lit Acrylic signs
- For signage that has vinyl applied on a metal face of the signage, Gemini cannot guarantee the longevity of that application due to unknown elements that may affect the vinyl.

Gemini products installed in or parallel to the ground are not covered under Gemini's Lifetime warranty after installation. In addition, Cast, Precision, or Etched Plaques installed directly onto stucco without a minimum ¼ inch standoff are not covered under warranty after installation.

When customer-specified materials, components, construction methods, or applications fall outside Gemini's standard product offerings, warranty coverage will be determined and agreed upon in writing prior to production.

To maintain their appearance over time, all exterior letters will benefit from ongoing maintenance and care. Because materials vary, each product should be cleaned and maintained according to its specific care guidelines.

If the face of a metal letter or plaque becomes scratched over time, the protective coating can often be refreshed by applying a quality automotive wax according to the product's directions.

Please note that our guarantee applies to defective material only. See our warranty statement below.

THIS IMPORTANT NOTICE TO PURCHASER APPLIES TO ALL GEMINI PRODUCTS

This warranty is in lieu of all warranties expressed or implied. Specifically, Seller and Manufacturer disclaim any warranty of merchantability or of fitness for a particular purpose and manufacturer/seller's only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss, or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his or her intended use and user assumes all risk and liability whatsoever in connection therewith. The foregoing may not be altered except by an agreement signed by officers of seller and manufacturer.

Our GREEN Guarantee:

All Gemini products are made with a focus on environmental responsibility. Plastic from GemTrim is made from earth friendly, recyclable Cellulose Acetate Butyrate (CAB), a renewable, non-petroleum-based plastic. Gemini metal products - including cast and fabricated aluminum, bronze, and stainless steel - are made from materials that are free of lead and mercury.

Our commitment to sustainability extends to manufacturing operations. Material trim – the excess plastic or metal leftover during production is recycled or reused, and all metal casting furnaces are electric and pollution-free. Gemini strives for zero-discharge facilities. LEED certification credits are available to users of Gemini products.

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