

Our Ref.: YLI/RS/1005161057

16<sup>th</sup> May 2016

**To our valued customers,**

**RE: REVERSE PRINT CLEAR STICKER & INSTALLATION ISSUE**

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Thank you for your support to our Company's product and services.

Due to unforeseen matter happened, we are pleased to be informed that, our company will not responsible for any inappropriate installation method especially for reverse print clear sticker paste on back surface of panel, panel surface condition itself with dust/ oil/ additional coating is the main factors caused the front view effect with blur, roughness, peel off and etc.

In the event of goods are defective caused by material / printing process issue, goods return will be the Company's discretion after specialist justification and verify by our respective supplier.

Hence, we hope that you understanding in regards to the condition.

Thank you for your cooperation.

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各位尊敬的顾客，

关于透明贴纸画面反向方式印刷/安装事宜：

感谢您一直以来对本公司的产品和服务的支持。

谨此告知，本公司不会负责任何不恰当的印刷品安装方式，特别是在平面板背面安装反向印刷方式的透明贴纸，或平面板的表面上具有尘埃，油污，添加漆/光料剂或其它等是主要原因导致安装后的视图效果表面模糊，粗糙，不平坦，剥落等状况出现。

如果供应商验证是原料的问题或是本公司所造成的错误，就不会征收退还的费用。

希望您能够多多包涵，谢谢。

Sincerely yours,

**YL Image Graphics Sdn Bhd**

\_\_\_\_\_  
**Mr. YW Chan**  
Managing Director

**Please acknowledge receipt:-**  
**We are agreed & accepted to the above terms and condition.**

Signature : \_\_\_\_\_  
Company : \_\_\_\_\_  
Chop : \_\_\_\_\_  
Date : \_\_\_\_\_