



AllImage Graphics - Digital Graphics Warranty Information

(814) 728-8650 / (800) 267-6445

WHAT IS COVERED?

Should they occur to a degree exceeding what constitutes normal aging of graphics, AllImage Graphics warrants most products against the following minor defects: fading, discoloration, running, pitting and peeling for a period of thirty days from delivery.

Extended and specific warranties are detailed below.

WHAT IS NOT COVERED?

- Natural weathering, gradual reduction in gloss, slight color changes, some lifting of the graphics at the edges.
- Graphics lifting from recessed areas.
- Graphics damaged as a result of improper car washing or physical damage caused by contact with foreign objects such as road debris, tree branches, car keys, etc.
- Labor to replace damaged graphics unless installed by AllImage Graphics.

HOW LONG IS THE WARRANTY?

- Computer-cut vinyl graphics, unprinted: 1 year
- Thermally-printed graphics: 2 years/1 year in high-sun states*
- Gold leaf products 14-22kt gold film: 5 years; product must be hand-washed only
- EcoSol-Max full-color graphics - outdoor: 3 years/2 years in high-sun states*
- EcoSol-Max full-color graphics - indoor: 5 years
- HP/Scitex UV full-color graphics - outdoor: 3 years/2 years in high-sun states*
- HP/Scitex UV full-color graphics - indoor: 5 years

* AZ, NM, desert CA, NV, UT, TX, FL

WHAT YOU CAN EXPECT FROM US

If your warranty claim is justified, AllImage Graphics will replace that product which is faulty. If AllImage Graphics installed your graphics and your claim is justified, your remedy will include labor to remove damaged graphics and install new. If AllImage Graphics did not install your graphics, no provision or remedy to cover labor for reinstallation will be made. In no case will AllImage Graphics be liable for any direct, indirect or consequential damages resulting from product use.

WHAT ARE YOUR OBLIGATIONS?

The ability of a graphic to survive its full expected life depends on many factors beyond control of the manufacturer. Lifespan is influenced far more by matters under the control of the applicator and user than of the manufacturer. In order for your AllImage Graphics warranty to apply, you must:

- Clean the surface. Substrate Selection, Preparation and Substrate-Specific Application Techniques. Note that vehicle surfaces require both General Cleaning and Solvent Cleaning.
- Applicators: graphics must be applied by trained, professional applicators. Other applicators assume all risk and responsibility.
- Product misuse - AllImage Graphics offers no warranty for graphics which are not installed, used or cared for in compliance with 3M, Avery, Gerber, MacTac, Oracal bulletins or AllImage Graphics application instructions.
- Inspection prior to application: graphics must be inspected prior to application and returned to AllImage Graphics if suspect. Users who proceed to apply a graphic suspected of having a manufacturing defect void any claim or warranty.
- Car washing (after application) - Do not wash the vehicle for three days following application.
- Wax - do not apply any wax directly over graphics.

CONTINUED ON BACK



HOW COMPLAINTS WILL BE EVALUATED

Visual assessment of the problem is required. AllImage Graphics reserves the right to choose from one of the following means of evaluating complaints:

- Return of the unapplied graphics
- Photos of applied graphics
- Third party assessment by media manufacturer's Technical Service

Verbal descriptions of product problems are not sufficient.

STEPS TO TAKE WHEN YOU HAVE A PROBLEM

Uninstalled Graphics:

1. Stop. Do not apply suspect graphics. Phone AllImage Graphics at once.
2. Suspect graphics must be returned to AllImage Graphics before any assessment can be done.
3. Upon inspection of the graphics, AllImage Graphics will make the appropriate remedy.

Installed Graphics:

1. Document the problem. Compile the following information before calling:
 - Vehicle make, model, year, unit number (if applicable)
 - Detailed description of problem
 - Extent of problem: how many vehicles? Which parts of vehicles?
 - Photographs: photo verification of problem is required. Digital photos will expedite processing of your claim.
2. Call AllImage Graphics to initiate your complaint.
3. AllImage Graphics will assess your claim. A third party may be called to inspect
4. AllImage Graphics will make appropriate remedy.

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