



## Avery Graphics ICS Performance Guarantee Bulletin (Terms & Conditions) 1.0

### Avery Graphics Product Limited Warranty

Avery Dennison Graphics and Reflective Products Division ("Avery Graphics") warrants that the specified Avery Graphics products ("Product") will be free from defects in manufacturing and workmanship (as defined below) upon shipment, and when used according to Avery Graphics' written instructions and with Avery Graphics qualified OEM inks and other graphic processing materials and equipment ("ICS Qualified Processing Materials"), will under normal conditions provide Outdoor Durability and/or Indoor Durability (as applicable and defined below) for the warranty period stated in the applicable Avery Graphics ICS Performance Guarantee Durability Bulletin, subject to the terms, conditions and limitations contained herein.

Outdoor Durability for the purpose of this warranty means that the Product in a finished graphic situated outdoors, subject to the limitations herein and Avery Graphics Product Data Sheets and Instructional Bulletins, and applied to recommended surfaces, will not deteriorate excessively such as, film discoloration, cracking, crazing, blistering, gloss changes, excessive dimensional change or loss of adhesion or reflectivity (for retro-reflective films), so that the finished graphic is ineffective for its advertising or identification purpose(s) when viewed under normal conditions from the intended viewing distance, due solely to a defect in the Product in manufacturing or workmanship. Outdoor Durability is based on normal middle European and central North American outdoor exposure conditions, unless otherwise stated, and application to recommended surfaces. Actual performance life will depend on a variety of factors, including but not limited to substrate preparation, exposure conditions and maintenance of the Product and finished graphic. In case of finished graphics in areas of high temperatures or humidity, in industrially polluted areas or other areas with air laden particulate matter, and/or in high altitudes, Outdoor Durability will be reduced and the warranty period will be decreased accordingly. Subject to the Avery Graphics ICS Performance Guarantee Durability Bulletin, Avery Instructional Bulletin 1.30 Durability of Avery Graphics Films sets forth the durability period in the regional service area of your graphics.

### Defect Coverage for Product Defined in Applicable ICS Performance Guarantee Durability Bulletin

- **Manufacturing & Workmanship Defects.** A failure of the Product to materially conform to the Avery Graphics written manufacturing specifications for the Product.
- **Printing and Ink Defects.** Artifacts or misprints that occur when printing on specified Avery Graphics Product using ICS Qualified Processing Materials, due solely to a defect in the Product in manufacturing or workmanship.
- **Cutting Defects.** A failure of clean cutting and weeding characteristics when cut as recommended in the applicable Avery Graphics Product Data Sheet and Instructional Bulletins, due solely to a defect in the Product in manufacturing or workmanship.

### Warranty Limitations

- The Product must be properly stored and applied within the shelf-life as stated in the applicable Avery Graphics Product Data Sheet. It is the converters/users responsibility to demonstrate the Product is used within the Product shelf-life by recording lot/reference numbers and installation date. All ICS Qualified Processing Materials must be properly stored and applied in accordance with OEM instructions.
- **Unintended Use.** This warranty only applies to Product that is used by professional converters for the defined end uses and in the combinations described in the applicable Avery Graphics Product Data Sheets, Instructional Bulletins and ICS Performance Guarantee Durability Bulletin. For any other use, the user is responsible for determining the suitability of the Product, and for any and all risk or liability associated with that use or application, and the user agrees to indemnify, defend and hold harmless Avery Graphics for any claims, losses, damages, judgments, expenses and/or expenses, including attorneys fees, resulting from such use or application. This warranty is expressly conditioned on the Product being processed by professional converters using only ICS Qualified Processing Materials in accordance with the OEM and Avery Graphics recommended written processing instructions, and being applied to properly prepared surfaces and cleaned and maintained in accordance with recommended OEM and Avery Graphics procedures. It is the converters or other users responsibility to perform incoming raw material quality inspections, to assure proper surface preparation and that approved application procedures are followed, to retain converted samples, and to immediately cease using and notify Avery Graphics and/or its authorized agent or distributor of any Product, ICS Qualified Processing Materials and/or finished graphic discovered to be (or reasonably capable of being discovered to be) defective.
- **Misuse and Force Majeure.** Avery Graphics has no obligations or liability under this warranty with respect to Product that has been altered, modified, damaged, misused, abused, subject to accident, neglected or otherwise mishandled or improperly processed. Product is not warranted against premature failure caused by chemical, environmental or mechanical means such as, but not limited to, vandalism, cleaning solutions, paints, solvents, moisture, temperature, mechanical washing equipment, engine fuel spills, engine exhaust, steam, organic solvents or other spilled chemicals. Damage from fire, structural failure, lightening, and other force majeure events are not covered by this warranty.
- **Weathering Effects.** Some degradation of materials and graphics over time is considered normal wear. Slight color fading, chalking, edge lifting, "tenting" around rivets, or slight or gradual reduction in gloss (for cast and calendered



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films) or reflectivity (for retro-reflective films), and other natural weathering, environmental or other conditions or damage caused by tornadoes, hurricanes, wind or other acts of God, do not constitute a breach of warranty.

- **Printing, Curing and Ink Defects.** Ink contaminations, failures or other defects, or other failures due to improper printing conditions or settings including, but not limited to, unsuitable colour calibration, incorrect ICC colour profile or incompatible printing modes, do not constitute a breach of warranty. Product failure caused by ink over-saturation, excessive or under curing, or other treatment or processing errors are not warranted.
- **Adhesion to Application Surfaces.** This warranty does not cover the Product if the application surface is not properly prepared; nor does the warranty cover the Product or damage to the substrate because the layers of the substrate separate due to a lower bond between those layers than the bond between the Product and the top layer of the substrate, or surfaces which subsequently crack, peel, outgas, or become damaged beneath the Product.
- **Glass Breakage.** This warranty does not cover glass breakage. Glass is prone to break under the stresses caused by temperature changes across the surface, which could be amplified by the application of vinyl film.

### Notification of Claim

- This ICS Performance Guarantee is expressly conditioned upon and requires that all Product, ICS Qualified Processing Materials and finished graphics being inspected promptly upon receipt for defects or damage and that Avery Graphics and/or its authorized agent or distributor be notified in writing of any claims within fourteen (14) days of the date that a warranted failure of the Product was discovered or reasonably could have been discovered. Claim notifications must include name and lot/reference numbers for films and processing components, together with a detailed report of processing conditions and in-process test results, finished graphics retain samples, installation date and location, name of graphic installer, and any other pertinent information that is pertinent or requested by Avery Graphics. Avery Graphics reserves the right to inspect, investigate and verify all reported claims. Failure to comply with the foregoing conditions constitutes a waiver of all rights under this ICS Performance Guarantee.

### Exclusive Remedies and Limitations of Liability

- For any Product that does not meet the above warranty terms, upon timely written notification of the warranty claim (as provided above) and compliance with the conditions set forth herein, and verification of the warranty claim by Avery Graphics, Avery Graphics sole liability and responsibility, and the exclusive remedy therefore, shall be at Avery Graphics' option: (A) to issue a material credit towards future purchases for the full purchase price of all Avery Graphics defective Product used to produce the finished graphic; or (B) to replace all Avery Graphics defective Product consumed in the manufacture of the finished graphic.

### Definitions

- **"Indoor Durability"** means that the Product in a finished graphic situated within the interior of a building without direct exposure to sunlight and applied to recommended surfaces, will not deteriorate excessively such that the finished graphic is ineffective for its advertising or identification purpose(s) when viewed under normal conditions from the intended viewing distance, due solely to a defect in the Product in manufacturing or workmanship. The warranty does not extend to the use of the Product or finished graphic as wood or fabric replacement films or safety and security window films.
- **"Vehicle Graphics"** means finished graphics applied to recommended OEM finished surfaces on road and rail vehicles, both commercial and personal, including straight trucks and trailers, and passenger vehicles.
- **"Marine Graphics"** means finished graphics applied to water going vessels, both commercial and recreational, above the static waterline. All edges and seams (overlaps) must be sealed. The warranty does not extend to Product or finished graphic that may routinely be submerged in water.
- **"Vertical Exposure"** means that the face of the finished graphic is  $\pm 10^\circ$  from vertical. Please consult the Avery Instructional Bulletin 1.30 Durability of Avery Graphics Films for full details.
- **"Non-Vertical Exposure"** means that the face of the finished graphic is greater than  $10^\circ$  from vertical and greater than  $5^\circ$  from horizontal. Please consult the Avery Instructional Bulletin 1.30 Durability of Avery Graphics Films for full details.
- **"Horizontal Exposure"** means the face of the finished graphic is  $85^\circ$  to  $90^\circ$  from vertical. Please consult the Avery Instructional Bulletin 1.30 Durability of Avery Graphics Films for full details.
- **"Removable Adhesive"** means an Avery Graphics adhesive that can be removed without heat or chemicals within the period stated on the respective Product Data Sheet and may leave twenty percent (20%) or less adhesive residue.
- **"Long Term Removable Adhesive"** means an Avery Graphics adhesive that can be removed with heat and/or chemicals within the warranted durability period and may leave twenty percent (20%) or less adhesive residue.
- **"Flat surfaces"** means a two dimensional flat surface without protruding objects.



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- **“Simple curves”** means surfaces that include a third dimension which does not require stretching of the film (for example, a cylinder).
- **“Rivets”** mean surfaces with protruding rivet heads. Slight “tenting” or film lifting around rivets does not constitute a breach of warranty.
- **“Compound Curves”** a surface that includes both, or either, concave or convex curves. It does not include surfaces with hard angles or corrugations that would require extensive stretching of the Product or finished graphic.
- **“Corrugations”** means corrugated or recessed areas that require stretching of the Product or finished graphic (for example, a false window recess on a commercial van).

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### **Health, Safety and Environmental Standards**

- User acknowledges and agrees that it is user's sole responsibility to provide services and dispose of unused products and liners in accordance with all applicable health, safety and environmental standards and requirements, and user covenants for Avery Graphic's benefit and for the benefit of Avery Graphic's agents, employees and controlling persons that it will comply with all such standards and requirements.

If any provision of this ICS Performance Guarantee shall be held to be invalid, illegal or unenforceable due to local rules, laws or regulations or other interpretations, the validity, legality and enforceability of the remaining provisions shall in no way be affected or impaired thereby.