



## EXPECTED DURABILITY AND WARRANTY OF CAR WRAPPING FILMS

The **warranty** period begins on the date of the invoice **issued for the installation**. The warranty applies only if installation is carried out on the **original factory paintwork**. The warranty is non-transferable and applies only to the original customer. The value of the claim **shall not exceed the gross purchase price** indicated on the invoice for **the** sale of the product. The warranty **does not cover** damage caused by improper use, accidents, improper installation and normal wear and tear of the product, neither dents caused by stones and road debris.

### Claim process

Make sure to **check the film** before use for any manufacturing errors, e.g. wrinkling. These problems mostly arise from faulty winding but material defects are also possible. These issues are immediately visible after opening the box. **If you notice any problems, do not use the film!** Take some good quality **videos/photos** of the affected area, put the roll aside, and inform us about the problem with a **filled-in claim form**. Pack the faulty roll carefully back to its original packaging and store it properly (e.g. pay attention to keeping the tension of the roll).

The process is the same in the case problems arising during installation. **Put the material aside and describe the process of installation in detail on the claim form**, e.g. what kind of liquid you used to clean the surface before installation, and what application, tools, and techniques you used.

In some cases, we may request a **sample** of the material in question for the assessment of your claim. If you have used the whole material, and the problem only appeared after installation, then please send good quality videos and photos where the defect is clearly visible. It is also important that these photos/videos show the **entire claimed quantity**. Sometimes we receive photos only of the car's hood when the customer wants to file a claim for the whole car.

If you have a customer who wants to file a claim, ask them to proceed the same way as described above. Without going through the claim process, do not, under any circumstances, replace the material for them in advance. You need to fill out our claim form: It has to contain the type and **quantity of the claimed material, the date of purchase, roll's batch number, the type of claim (replacement or credit), and a detailed description of the issue**.

### Additional important information

The warranty covers solely the **material's value**. Any reimbursement for additional costs, such as installation, removal, and others, will be determined at the discretion of the manufacturer on a case-by-case basis.

Before applying any strong cleaning solution (e.g. bug or tar removers), make sure to test the liquid on a small film sample to see whether it causes any damage. This way, you can avoid damaging a larger amount of material.

Many factors can reduce the durability of the film, such as application on a structured surface, inadequate cleaning process, lack of film maintenance.

The guaranteed warranty periods, warranty problems and factors excluding the warranty were collected as determined by each manufacturer.



## Warranty terms of CYS EUROPE wrapping films under Central European weather conditions in case of horizontal application

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**CYS EUROPE Platinum colours**

**2 years**

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### **The manufacturer undertakes a warranty in the following cases:**

- blistering, layering or separation due to adhesive failure

### **Warranty exclusions:**

- Improper surface preparation and/or installation process
- Installation on non-OEM paint or oxidized or damaged surfaces
- Certain cleaning agents, waxes and coatings can cause color distortion, especially on matte surfaces. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Using of solvents containing petroleum distillate on the foiled surface.
- Marine applications below the water line, saltwater marine applications
- Scratches or injuries resulting from physical impacts, as well as changes induced by environmental factors, these changes are considered normal wear and tear.
- Appearance of "orange peel" after installation resulting from the surface properties of the OEM paint
- Vehicle paint staining may be visible after removing the material.
- Improper film remover
- Removal from aged paint (greater than 5 years old), stainless steel, oxidized surface and pre-existing graphics (which must remain intact), surface with poor paint-to-substrate adhesion.
- Improperly cured paint

## Warranty terms of Iristek wrapping films under Central European weather conditions in case of horizontal application

|                           |           |  |
|---------------------------|-----------|--|
| <b>Pure Colors</b>        | 2 years   | Matte Black(MTXX), High Glossy(HGXX), Ceramic(SCXX), Original Paint(ORXX), Macaron(MCXX), Super Matte(MSXX), Super Glossy(SGXX)  |
| <b>Satin Chrome</b>       | 2 years   | Super Satin Chrome(SKXX)   |
| <b>Metallic Colors</b>    | 2 years   | Original Paint(ORXX), Glossy Metallic(GMXX), Super Glossy Midnight(NGXX), Metal Brushed(MBXX), Crystal Metallic(QMXX), Matte Metallic(MEXX), Super Matte Metallic(MEXX), Super Glossy Liquid(LMXX) |
| <b>Pearlescent Colors</b> | 2 years   | Pearl Metallic(MPXX), Pearl Glitter(PGXX), Magic Golden(MWXX), Satin Pearl(SPXX), Super Glossy Colorflow pet liner(CHXXP, FHXXP), Original Paint(ORXX)   |
| <b>Diamond Colors</b>     | 1,5 years | Chameleon paper liner(CHXX), Holographic both paper and pet liner(HOXX), Diamond(DIXX), 3D Psychedelic(PSXX), Super Metallic(SMXX), Super Metallic Ceramic(SMXX)                                   |
| <b>Matte Chrome</b>       | 1,5 years | (MKXX)   |

### The manufacturer undertakes a warranty in the following cases:

- materials and workmanship defect

### Warranty exclusions:

- Improper surface preparation and/or installation process (especially with metallic colour avoiding excessive stretching, bending or heating)
- Inadequate aftercare, lack of cleaning.
- Certain cleaning agents, waxes and coatings can cause color distortion, especially on matte surfaces. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Failure to adhere to storage regulations: the foil must be stored in a dry and clean environment at temperatures ranging from 15-28°C and relative humidity between 25-65%.
- Scratches or injuries resulting from physical impacts, as well as changes induced by environmental factors, these changes are considered normal wear and tear.

- Extreme outdoor parking conditions (exceeding 70 degrees or falling below -20 degrees Celsius)
- Slight difference in color between different batches is normal.
- 15% fading within a year is considered normal. Some pure colors may fade faster, such as yellow, pink, blue and green
- Damage resulting from the use of a high-pressure washer.

## Warranty terms of Arlon wrapping films under Central European weather conditions in case of horizontal application

|                                     |   |                |
|-------------------------------------|---|----------------|
| <b>Premium Colour Change series</b> | <b>Black&amp; White (#402, #403 Only)</b> | <b>5 years</b> |
|                                     | <b>Solid Colours</b>                      | <b>5 years</b> |
|                                     | <b>Gloss Pearl&amp;</b>                   | <b>5 years</b> |
|                                     | <b>Gloss Silver</b>                       |                |
|                                     | <b>Metallics</b>                          | <b>2 years</b> |

The manufacturer undertakes a warranty in the following cases:

- materials and workmanship defect

**Important! In case of accepted complaints, the manufacturer undertakes compensation according to the following reimbursement formula proportional to the time elapsed from the warranty period:**

**Reimbursement formula: Purchase price of material × (Warranty in months – number of months since application) / warranty in months**

**Warranty exclusions:**

- Installation on uncured or un-dried paint
- Removal from aged paint, stainless steel, oxidized surface and pre existing graphics (which must remain intact), surface with poor paint-to substrate adhesion.
- Certain cleaning agents, waxes and coatings can cause color distortion, especially on matte surfaces. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Extreme environmental conditions (acid rain, high humidity regions)
- Improper storage conditions and/or installation process
- Abrasions, typically from day-to-day driving, including, but not limited to rocks, sand, dirt, bird dropping and insects, etc.
- Pre-existing graphic/vinyl film
- Extreme internal temperatures, such as tanker trucks
- Using of solvents containing petroleum distillate on the foiled surface
- Non-OEM paint or clear coat substrates
- Marine vehicle applications
- Substrate with low surface energy
- Damage resulting from the use of a high-pressure washer.
- Vehicle paint staining that may be visible after removal of a graphic.
- Gasoline or fuel spillage

## Warranty terms of Avery Dennison Supreme wrapping films under Central European weather conditions in case of horizontal application

|   |                  |
|---|------------------|
| <b>SWF Black&amp; White</b>                       | <b>6 years</b>   |
| <b>SWF Colors- including Gloss Obsidian Black</b> | <b>5 years</b>   |
| <b>SWF Metallics&amp; Pearlescent</b>             | <b>2,5 years</b> |
| <b>SWF Special Metallics*</b>                     | <b>1 year</b>    |
| <b>SWF Extreme Texture</b>                        | <b>1 year</b>    |
| <b>SWF Diamond Line</b>                           | <b>1 year</b>    |
| <b>SWF ColorFlow Series</b>                       | <b>1 year</b>    |

\*SWF Gloss Metallic Radioactive – O, SWF Gloss Metallic Spark – O, SWF Gloss Metallic Magnetic Burst, SWF Gloss Metallic Eclipse, SWF Gloss Metallic Sand Sparkle, SWF Satin Metallic Safari Gold, SWF Satin Metallic Energetic Yellow, SWF Satin Metallic Stunning Orange, SWF Satin Metallic Hope Green, SWF Satin Metallic Wave Blue, SWF Satin Metallic Blissful Purple, SWF Satin Metallic Lively Green, SWF Satin Metallic Cool Teal.

### The manufacturer undertakes a warranty in the following cases:

- materials and workmanship defect

### Warranty exclusions:

- Improper storage conditions, surface preparation and/or installation process
- Certain cleaning agents, waxes and coatings can cause color distortion, especially on matte surfaces. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Using of solvents containing petroleum distillate or alcohol on the surface with applied film
- Watercraft below water line and without edge sealing
- Removal from aged paint (greater than 5 years old), stainless steel, oxidized surface, damaged surface, pre existing graphics (which must remain intact), surface with poor paint-to substrate adhesion.
- Improperly cured paint
- Installation on non-OEM paint, oxidized or damaged surfaces, glass.
- Film applied to pre-existing graphics or non-Avery Dennison Film
- Plotter cut text where the dimension is less than 51mm
- Durability in case of marine application is reduced by 30%.
- Color difference resulting from the use of materials from different roll or LOT. If multiple rolls are needed be sure to use only rolls from the same production LOT.
- Paint/Clear Coat Staining

SWF metallic, pearlescent and ColorFlow series cannot be flipped, otherwise visible differences are possible.

## Warranty terms of Inozetek wrapping films under Central European weather conditions in case of horizontal application

|                             |                |
|-----------------------------|----------------|
| <b>Colors (SG###)</b>       | <b>2 years</b> |
| <b>Metallics (MSG###)</b>   | <b>2 years</b> |
| <b>Pearlescents (PG###)</b> | <b>2 years</b> |

**The manufacturer undertakes a warranty in the following cases:**

- materials and workmanship defect

**Warranty exclusions:**

- Installation problems on repainted and damaged surface
- Removal from aged paint (greater than 8 years old), stainless steel, oxidized surface
- Certain cleaning agents, waxes and coatings can cause color distortion. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Extreme environmental conditions (acid rain, high humidity regions)
- Appearance of "orange peel" after installation resulting from the surface properties of the OEM paint
- Installation on non-OEM paint
- Scratches or injuries resulting from physical impacts, as well as changes induced by environmental factors, these changes are considered normal wear and tear.



## Summary of Warranty Terms

|   |   |   |  |   |
|---|---|---|--|---|
|  |  |  |  |  |
| <b>2 years</b>  | <b>1,5-2 years</b>  | <b>2-5 years</b>  | <b>1-6 years</b>   | <b>2 years</b>  |
| <b>Defects are covered</b>  |   |   |  |   |
| Bubbling  | Materials and workmanship defect  | Materials and workmanship defect  | Materials and workmanship defect   | Materials and workmanship defect  |
| Delamination  | Delamination  |   |  |   |
| Adhesive failure  |   |   |  |   |
|   |   |   |  |   |
|   |   |   |  |   |



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