

IMAGE WORKS MEDIA INCORPORATED WARRANTY STATEMENT

We only source materials from manufacturers that provide acceptable warranties. Image Works Media Incorporated (hereafter referred to as IWM) is pleased to offer a warranty on all graphic and display products we supply and install either directly or through our network of National Installation Facilities. Any supplied only items, or products installed outside our pre-approved network are not warranted by IWM and will be covered only by the manufacturer's warranty, if applicable. Issues that arise specifically from manufacturer defects are covered by the manufacturer as noted in the section below entitled **Manufacturers Warranty and Life Expectancies**. Items or products that do not have a manufacturer's warranty are sold as-is.



IWM 5 YEAR LIMITED WORKMANSHIP WARRANTY

Opaque graphic wraps installed by IWM or one of its approved installation facilities typically have a life expectancy of 8+ years under optimal conditions and include a 5-year limited warranty. This limited warranty covers major lifting or bubbling in the material which jeopardizes the effectiveness of the advertisement for 5 years from the date of installation and/or Sale date as noted on the invoice. Premature failure due to cracking, crazing, blistering or loss of adhesion due to installation error shall be covered under this warranty if it occurs during the 5-year warranty period unless otherwise noted (see list of **Exclusions**). Material applied through extreme creases or curves is subject to lifting and bubbling and is not considered appreciable deterioration. Slight colour fading, chalking, edge-lifting, reduction in finish sheen and tenting around rivets will not detract from appearance and will not be repaired under this warranty. The 5-year warranty does not cover fading of colour, or any graphic installed on a horizontal surface. If any repairs due to product failure are needed during the first 5 years after graphic installation, the repairs will fall under the 5-year limited workmanship warranty. There will be no charge for labour or material. However, transportation of the vehicle to and from the repair location as well as downtime, lost work or cost of employee resources while the vehicle is being serviced is the sole responsibility of the client and is not covered under this warranty. The affected areas may be re-glued, cut-away or replaced at the discretion of IWM. Seams will be lined up as best as possible, yet slight mismatching may be expected when comparing original graphic film to new. This warranty does not cover failures due to pre-existing damage on any part of the application surface such as but not limited to rust, flaking or chipped paint. This warranty does not cover failures resulting from the client's choosing to keep any/all emblems on the vehicle as they would then be wrapped over or trimmed around; a process we discourage. Materials used in warranty repairs will carry the same warranty coverage as the materials they replace, but the expiration dates will be the same as those of the original materials. This warranty is the sole warranty made by IWM regarding our opaque vehicle wrap product. IWM makes no other warranties, expressed or implied. Effective date: May 15, 2009. Supersedes all previous warranty statements.

MANUFACTURERS WARRANTY AND LIFE EXPECTANCIES

Products that do not fall in the category of Opaque Graphic Wraps may be included in the list of coverages and life expectancies noted below.

- Perforated Window Graphics (storefront and static displays)
 - 1-year warranty: covers peeling, excessive fading and cracking
 - No warranty against peeling or abrasion on windows that move or slide
 - *Typical life expectancy of perforated window film: 12-36 months*
- Perforated Window Graphics (automotive)
 - 1-year warranty: covers peeling, excessive fading and cracking
 - No warranty against peeling or abrasion on windows that move or slide.
 - NOTE: Graphics that are exposed to window wipers are not warranted
 - *Typical life expectancy for perforated window film: 12 months*
- Signs, Decals and Wall Graphics (wayfinding, die-cut graphics, acrylic, aluminum, and composite signs)
 - 2-year warranty: covers peeling, excessive fading and cracking
 - NOTE: Wooden signage is not warranted
 - *Typical life expectancy of an exterior sign: 12-60 months exterior / 60 months + interior*
- Banners
 - No warranty: banners are considered a temporary sign. Proper installation of the banner will result in a longer life, but there is no warranty implied or expressed
 - *Typical life expectancy with proper installation: 3-24 months*
- Vehicle Lettering (die-cut or printed and contour-cut vinyl on windows and painted surfaces)
 - 2-year warranty: covers peeling, excessive fading and cracking
 - No warranty on chrome, diamond plate or other metalized film
 - *Typical life expectancy of exterior vinyl: 3-5 years depending on care and material type (metallic, chrome and metalized film have a shorter life: 1-3 years)*
- Tradeshow Hardware and Display Systems
 - Depending on the item, coverage may be by one of the following options:

- Lifetime Limited Warranty (Frame)
- 5-Year Limited Warranty (Frame)
- 1-Year Limited Warranty (Frame)
- 90-day Limited Warranty (Frame)
- 1-Year Graphics Limited Warranty (Indoor Graphics)
- 6-Month Graphics Limited Warranty (outdoor Graphics and Throw Products)

EXCLUSIONS

- Glass

IWM accepts no responsibility for glass breakage. Glass is prone to break under stress caused by temperature changes across the surface, which could be amplified by the application of film.

- Horizontal Surfaces, Standing Water and Heat Sources

Due to the damaging effects of standing water, debris accumulation and prolonged exposure to heat, no warranty is provided on horizontal surfaces (for example but not limited to automotive hoods, roofs or boat decks) or areas exposed to submersion and prolonged exposure to water (for example but not limited to graphics on watercraft that extend below waterline).

- Misuse and Natural Disasters

IWM has no obligation under this warranty with respect to products that have been modified or damaged through misuse, abuse, accident, neglect or mishandling. Graphics will not be warranted against premature failure caused by chemical or mechanical means such as but not limited to vehicle accidents, vandalism, cleaning solutions, paints, solvents, high pressure equipment, fuel spills, or any other such chemical or organic impacts. Damage from fire, flood, structural failure and all other such natural disasters or acts of God or not covered by this warranty.

NOTIFICATION OF CLAIM

Warranty coverage requires that IWM be notified in writing by the Client within fourteen days of material failure. Claim notifications must include original invoicing records as proof of purchase as well as the vehicle's VIN number (if applicable) or product part number as well as digital images illustrating the perceived failure. Send all digital records to your sales representative or to look@imageworksmedia.com