

### **PERFORATED WINDOW GRAPHICS (STOREFRONT/VEHICLES)**

- 1-year warranty: covers peeling, excessive fading and cracking.
- No warranty against peeling or abrasion on windows that move or slide. We do not recommend opening windows that have window perforated graphics applied to them.
- Graphics that are exposed to window wipers are not warranted for peeling or abrasion.
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.
- Typical life expectancy of perforated window film: 12-36 months.

### **EXTERIOR SIGNS AND DECALS (CUT/PRINT VINYL WINDOW GRAPHICS, ACRYLIC, ALUMINUM AND COMPOSITE SIGNS)**

- 2-year warranty: covers peeling, excessive fading and cracking.
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.
- Typical life expectancy of an exterior sign: 12-60 months .

### **BANNERS**

- No warranty: banners are considered a temporary sign.
- Typical life expectancy: 3-24 months.

### **VEHICLE LETTERING (CUT/PRINT VINYL ON WINDOWS OR ON PAINTED SURFACES)**

- 2-year warranty: covers peeling, excessive fading and cracking.
- No warranty on chrome, diamond plate or foils.
- We do not warranty graphics installed on paint which is not OEM nor do we accept any liability if paint damage occurs when removing graphics from non-OEM painted surfaces.
- If vehicle is newly painted, please allow 45 days for paint to cure before installation of graphics.
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.
- Typical life expectancy of vehicle lettering: 3-5 years depending on care and material type (metallic, chrome and metal film have a shorter life: 1-3 years).

### **VEHICLE WRAPS**

- Manufactures warranty on vehicle wrap materials as specified for the Midwest Region. Film warranted against excessive fading, discoloration, and blistering for 3 years on vertical surfaces. Non-vertical [greater than 10 degrees from vertical] surfaces are not covered.

- 2-year warranty on installation and workmanship (peeling, cracking or lifting). Damaged areas will be trimmed back, patched in, or replaced as determined by Finishing Touch.
- Typical life expectancy of a vehicle wrap: 3-5 years for vertical exposure, 1-3 years for non-vertical exposure.
- See “Care and Maintenance of Vinyl Vehicle Graphics” for proper care and cleaning

### INSTALLATION OF CUSTOMER SUPPLIED GRAPHICS

- We do no warranty installation of materials on customer supplied graphics.

### STEPS FOR A WARRANTY CLAIM

#### Uninstalled Graphics:

- Stop. Do not apply suspect graphics. Phone Finishing Touch at once.
- Suspect graphics must be returned to Finishing Touch before any assessment can be done.
- Finishing Touch will inspect the graphics.

#### Installed Graphics:

- Document the problem. Compile the following information before calling:
  - Vehicle graphics 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.
  - Call or email Finishing Touch to initiate your complaint.
  - Finishing Touch will assess your claim. A third party may be called to inspect.

### CLAIMS RESOLUTION

- If Finishing Touch installed your vehicle graphics and your claim is justified, your remedy will include our labor to remove damaged vehicle graphics and install new graphics at clients original install site or within a 100 mile radius of Finishing Touch only.
- If the client is unable to meet the installation location requirements noted above, Finishing Touch will ship replacement graphics to the client for the client to then install. Installation by another company/ individual is not covered under your warranty.
- If Finishing Touch did not install your vehicle graphics, no provision or remedy to cover labor for reinstallation will be made.

- In no case will Finishing Touch be liable for any direct, indirect or consequential damages resulting from product use.