

The Big Splash Graphics warranty covers the base and overlaminating film when used in combination with each other. The use of any other base vehicle wrap film or over laminating film voids the Big Splash Graphics vehicle wrap warranty. Big Splash Graphics guarantee the interior and exterior durability of the **Big Splash Graphics Warranty** as stated in the respective product bulletins. This is based on vertical application and the product is within the 1-year shelf life. Any misuse or intentional application to a substrate not mentioned in the application guide also voids the warranty.

**Warranty Details:****1) Big Splash Graphics Vehicle Wrap warranty covers:****a. Outdoor Durability:**

- i. Cracking, blistering, fading, hazing or peeling of the media in vertical exposure applications according to product bulletin specification.
- ii. Loss of adhesion due to a manufacturing defect.

**b. Film Quality:**

- i. The correct film and identification
- ii. Product used within one year of manufacture
- iii. The absence of film defects such as scratches, scuff marks and or other defects in the full construction.

**2) Big Splash Graphics Vehicle Wrap warranty is Contingent on:****a. Regional application:**

- i. Exceptions:
  1. The exterior durability will be reduced by 50% in regions of extreme heat and U.V. exposure including: South Florida, AZ, NV, NM, UT, southwest TX, southern CA, Mexico, South America, Caribbean and other similar areas in the tropic, subtropics or areas with high pollution levels cannot be expected to have the same durability.

**b. Warranty Information:**

- i. Big Splash Graphics require all warranty inspection information to be on file prior to filing a claim to be eligible for reimbursement.
- ii. **Warranty remains in effect as long as wrapped vehicle is brought into Big Splash Graphics for an annual inspection once per year. Please call Big Splash Graphics to schedule your inspection. Failure to meet said terms will void this warranty in all aspects with *NO EXCEPTIONS*.**

ii. Big Splash Graphics in cooperation with their network of distributors will need the following information along with the warranty inspection information at the time of claim:

1. Name and/or company name
2. Lot numbers for films and processing components
3. Report of processing conditions and in-process test results
4. Finished decal retain samples
5. Installation date and location, name of graphic installer
6. Any other pertinent information requested by Big Splash Graphics.
7. Big Splash Graphics reserves the right to inspect all reported claims. Failure to comply constitutes a waiver of all rights under this Warranty

### **3) Big Splash Graphics Vehicle Wrap Warranty:**

#### **a. What does not constitute breach of warranty:**

- i. When removed using generally accepted vehicle graphic removal techniques, the horizontal applications may leave 20% or less adhesive residue.
- ii. The areas which use adhesion promoters will typically exhibit 50% or more adhesive transfer during removal.
- iii. Inks fade due to exterior exposure. Big Splash Graphics are not an ink manufacturer and will not guarantee the light fastness of inks used. The ink manufacturer's product bulletins should be reviewed before use.

### **4) Misuse and Force Statement:**

a. Big Splash Graphics has no obligations under this warranty with respect to products that have been modified or damaged through misuse, abuse, accident, neglect or mishandling by Purchaser or Purchaser's customer. For example; graphics are not warranted against premature failure caused by chemical or mechanical means such as, but not limited to, vandalism, cleaning solutions, paints, solvents, improperly used high pressure washing equipment, engine fuel, spills, engine exhaust, steam, organic solvents or other spilled chemicals. Graphics applied to unsound surfaces or surfaces that subsequently crack, peel, outgas or become damaged beneath the graphic are not warranted for performance. Damage from fire, structural failure, and lightening and other force events is not covered.

### **5) Big Splash Graphics Warranty Compensation:**

a. Big Splash Graphics reserve the right to compensate warranted materials with either material credit on future purchases or monetary remuneration. Big Splash Graphics warranty only covers defective material as outlined in this warranty. Big Splash Graphics will not compensate machine down time, loss of profit, labor cost, ink used or damage to vehicle surfaces due to conditions outlined in this warranty.

## **Warranty and Limited Remedy**

*Big Splash Graphics warrants the vehicle wrap film to perform as stated in the manufacturers' product bulletin for exterior exposure resistance given all the steps are followed therein. Possible partial adhesive transfer does not constitute product failure and Big Splash Graphics will not be liable for residual adhesive residue. Big Splash Graphics will not assume any liability for paint or clear coat failure due to faulty application, poor body, paint and clear coat condition due to age or environmental damage or the failure to follow the steps provided. In addition, any damage caused by "Fallout" (a dull rust-colored surface condition caused by fossil fuel and turning acidic when mixing with water vapor) is a result of environmental factors uncontrolled and unrelated to Big Splash Graphics manufacturing processes and is not considered a product defect. Therefore, Big Splash Graphics retains the right to deny credit based on any or all of these factors.*