

3M Graphics Market Center Warranties

At a Glance		3M Basic Product Warranty	3M Performance Guarantee	3M™ MCS™ Warranty
3M Components and Remedies for Each Warranty				
3M Graphic Materials Remedy: credit or replacement of unused materials		✓		
3M Graphic Materials and Qualified Inks Remedy: credit or replacement of defective 3M products for the stated warranted durability period.			✓	
3M Graphic Film or Substrates, 3M Inks, 3M Graphic Protection on approved printers Remedy: credit or replacement of all 3M materials used in the graphic. Certain fleet and vehicle graphics may also have a labor reimbursement component.				✓
Coverage				
Finished Graphic Appearance	As defined in Product Bulletin for 3M products only		✓	✓
Warranted Durability	As defined in Product Bulletin		✓	✓
Physical Defects	Obvious damage for any reason	✓	✓	✓
Manufacturing Defects	Visual defects	✓	✓	✓
	Adhesive defects	✓	✓	✓
	Adhesion failure on recommended substrates		✓	✓
Printing Defects and Ink Performance	Image defects when printing		✓	✓
	Excessive image fading			✓
	Image cracking or crazing			✓
	Image peeling			✓
	Gloss changes			✓
	Blistering			✓
	Excessive dimensional change			✓
Cutting Defects	Clean cutting and weeding		✓	✓
Removal	Removable or changeable films do not remove as stated		✓	✓
Additional Coverage for 3M™ Panaflex™ Awning and Sign Facing and 3M™ Panagraphics™ Flexible Substrates	Seam or splice failure when made as recommended			✓
	Blowout when used as recommended			✓
	Mildewing			✓
	Wicking			✓

3M Graphics Market Center Warranties

When you've made the decision that only the best will do, why look any further? 3M offers you a choice of graphics materials and a choice of warranties that give you everything you want. Including peace of mind.

3M Basic Product Warranty - see page 3 for specifics

Need a good solid foundation? 3M's Basic Product Warranty gives you that with the assurance that you are getting a good product with reliable durability. By itself, it's just enough protection for many short-term promotional graphics where warranted finished graphics aren't specified.

3M Performance Guarantee – see page 4 for specifics

Require a little more muscle? Step up to the 3M Performance Guarantee when you need media, printers and inks guaranteed to work together with optimized performance, guaranteed durability and good adhesive and application characteristics. Available for many 3M films and substrates imaged on an ever-broadening range of platforms with original equipment manufacturers' inks.

3M™ MCS™ Warranty – see pages 5-7 for specifics

Want to really stand out at the top? The 3M™ MCS™ Warranty—the first finished graphics warranty in the industry and still going strong—gives peace of mind to discriminating users that require optimum performance for the intended life of the graphic.

About These Warranties

The warranties stated in this document are exclusive and are made in place of any and all express or implied warranties or conditions, including any implied warranty of merchantability or fitness for a particular purpose, or any industry practice or custom or trade usage.

The warranties and limited remedies stated in this document may not be modified except in writing and modifications must be signed by the U.S. Graphics Market Center business director. Failure to follow the instructions contained in the appropriate 3M Product and Instruction Bulletins will void all warranties and limited remedies.

EXCEPT AS SPECIFICALLY STATED IN THIS DOCUMENT, 3M SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUE OR BUSINESS) RESULTING FROM, OR IN ANY WAY RELATED TO PERFORMANCE, USE OR INABILITY TO USE ANY OF THE 3M PRODUCT OR 3M GRAPHICS MARKET CENTER PRODUCTS. This limitation applies regardless of the legal theory upon which damages are sought.

The terms, conditions, limitations and remedies of all warranties are contingent upon using the product as described in the applicable 3M Product and Instruction Bulletins. 3M Product Bulletins include durability statements and may include limitations specific to the product(s) being used or its intended applications, which take precedence over any statement made in the Warranty Brochure. Bulletins may be obtained at www.3mgraphics.com.

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3M Basic Product Warranty

What 3M Guarantees for 3M Graphic Products

Individual Product Limited Warranty

3M warrants to the Distributor, Graphics Manufacturer and End User that each 3M product will be free of the defects listed below and manufactured to the specifications described in the applicable Product Bulletin in effect at the time of purchase.

Expected Durability

Each 3M film and overlaminate has an Expected Durability period based on using the product without imaging or processing, and applied to flat substrates in non-abusive environments. This period is a reliable expectation but does not guarantee graphic performance.

Defect Coverage

- **Physical Defects.** Defects incurred during manufacturing, packaging or shipment.
- **Manufacturing Defects.** Visual and adhesive defects.

Warranty Limitations

These limitations apply when the Basic Product Warranty is the only warranty offered, and are due to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed, and the impact of such on adhesion.

- **Fitness for Use Limitation.** 3M may recommend but does not warrant fitness for any particular use.
- **Printing Limitation.** No warranty for satisfactory printability, including but not limited to color fidelity or density, is given.
- **Adhesion Limitation.** No warranty for adhesion is given.
- **Durability Limitation.** No warranty for durability is given.

Remedies and Limitation of Liability

3M's sole liability under the terms of the Basic Product Warranty is credit or replacement of the returned, unused material.

3M may request samples of the defective materials when a claim is made.

3M Graphics Market Center Warranties

3M Performance Guarantee

What 3M Guarantees for 3M Graphic Films Used with Qualified Inks

Individual Product Limited Warranty

3M warrants that when the product is used according to 3M's written guidelines, it will be suitable for the recommended types of graphics and end uses, and will perform satisfactorily for the warranted durability period as stated in the applicable 3M Product Bulletin in effect at the time of purchase.

Definitions

- **Removable Film.** A film described by 3M as "removable" can be removed with heat and/or chemicals within the warranted durability period and leaves thirty percent (30%) or less adhesive residue.
- **Changeable Film.** A film described by 3M as "changeable" can be removed without heat or chemicals within the warranted durability period and leaves little or no adhesive residue.

Warranted Durability

A finished graphic Warranted Durability period is offered for the graphic constructions defined by the Performance Guarantee table in the current Product Bulletin: Performance Guarantee. The durability period extends only to the performance of the 3M graphics products used in the construction.

Defect Coverage for all 3M Graphic Films

- **Physical Defects.** Defects incurred during manufacturing, packaging or shipment.
- **Manufacturing Defects.** Visual and adhesive defects and defects that prevent using the product as described in its Product Bulletin, including adhesion to the recommended substrates and removal when using removable or changeable film.
- **Printing Defects.** Artifacts or misprints that occur when printing on specified 3M graphic films using the 3M-qualified printers and inks.
- **Cutting Defects.** Clean cutting and weeding characteristics when cut as recommended in the applicable Product Bulletin.

Warranty Limitations

These limitations apply when the Performance Guarantee is the only warranty offered, and are due to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed.

- **Fitness for Use Limitation.** 3M makes no claim for fitness of use other than those described in the applicable Product Bulletin in effect at the time of purchase.
- **Ink Performance Limitation.** 3M does not warrant the finished graphic if failure is due to performance and appearance issues related to ink such as image fade, cracking, peeling or any other issues associated with the printing ink.

Remedies and Limitation of Liability

3M's sole liability under the terms of the Performance Guarantee is replacement or credit for the defective 3M products for the warranted durability of the product.

3M may request samples of the failure.

3M Graphics Market Center Warranties

3M™ MCS™ Warranty

What 3M Guarantees for Finished Graphics Using All 3M Components

Individual Product Limited Warranty

3M warrants that when the product is used according to the 3M's written instructions, it will be suitable for the recommended types of graphics and end uses, and will perform satisfactorily for the warranted durability period as stated in the applicable 3M Product Bulletins in effect at the time of the product purchase.

Finished Graphic Limited Warranty

3M further warrants to the End User that when graphics are made using exclusively 3M graphics products, 3M will honor all warranties extended to the Distributor or Graphics Manufacturer who sold or produced the graphics as described in the applicable 3M Product and Instruction Bulletins in effect at the time of the product purchase.

Definitions

- **Removable Film.** A film described by 3M as "removable" can be removed with heat and/or chemicals within the warranted durability period and leaves thirty percent (30%) or less adhesive residue.
- **Changeable Film.** A film described by 3M as "changeable" can be removed without heat or chemicals within the warranted durability period and leaves little or no adhesive residue.
- **Fleet Vehicle.** Fleet vehicles are commercial straight trucks and trailers, but not vans, buses, recreational vehicles or automobiles.

Warranted Durability

A finished graphic Warranted Durability period is offered for the graphic constructions defined by the 3M™ MCS™ Warranty table in the applicable base film's Product Bulletin. The durability period extends to the performance of all graphics products recommended for the construction.

Defect Coverage for All 3M Graphic Products

- **Physical Defects.** Defects incurred during manufacturing, packaging or shipment.
- **Manufacturing Defects.** Visual and adhesive defects and defects that prevent using the product as described in the applicable Product Bulletin, including adhesion to the recommended substrates.
- **Printing and Ink Defects.** Artifacts or misprints that occur when printing on 3M graphic film or substrate with the recommended inks or toners and imaging equipment.
- **Cutting Defects.** Clean cutting and weeding characteristics when cut as recommended in the applicable Product Bulletin.
- **Finished Graphic Appearance Defects.** Defects, including those attributed to the ink, such as excessive fading, discoloration (including those due to mildewing or wicking on flexible substrates), cracking, crazing, peeling, gloss changes, blistering, excessive dimensional change or loss of adhesion or reflectivity that makes the graphic visually unsuitable for its intended purpose when viewed with the intended lighting, angle and distance for such a graphic, as determined by customary industry standards.

3M Graphics Market Center Warranties

Additional Defect Coverage for 3M™ Panaflex™ Awning and Sign Facing Material and 3M™ Panagraphics™ Flexible Substrates

- **Seam or Splice Failure.** When using a reliable, professional hardware system that is specifically designed for mounting flexible sign materials that meets local, state and national codes, is properly designed and the awning or sign is installed by a professional sign installer, 3M warrants that awning or sign face seams or splices made by 3M or its approved fabricators will not separate, the facing will not delaminate, applied 3M graphics will not have excessive cracking or peeling, and awnings and sign faces will not excessively stretch, wrinkle or sag for the warranted durability period.
- **Blowout.** An internally-illuminated sign face up to 625 square feet (56.25 square meters) will not be damaged by winds up to the velocities that the sign cabinet is designed to withstand. Blowout is defined as the failure of a seam or splice, tearing of the facing, or separation of a sign face from its cabinet due to wind pressure that does not affect the display cabinet or structure when 3M recommended installation procedures are followed.
- **Mildewing.** These materials will not promote mildew growth, and any such growth will be non-invasive and cleanable by following the 3M-recommended cleaning instructions.
- **Wicking.** These materials will resist wicking, which is the absorption of dirt and contaminants by the internal reinforcing fabric.

Warranty Limitations

- **Defined End Uses Limitation.** This warranty only applies to graphic products that are used by knowledgeable and skilled graphics manufacturers and installers for the end uses and in the combinations described in the applicable 3M Product and Instruction Bulletins. 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.
- **Product Misuse Limitation.** This warranty does not cover graphic products or finished graphics that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect or mishandling of processed or unprocessed products by any person.
- **Glass Breakage Limitation.** This warranty does not cover glass breakage.
- **Adhesion to Application Surfaces Limitation.** This warranty does not cover the graphic 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 graphic and the top layer of the substrate.
- **Weathering Effects Limitation.** Some degradation of materials and graphics over time is considered normal wear. 3M warrants that at the end of the warranty period, the graphics will be in commercially-acceptable service condition from normal viewing distances and the 3M graphic products will retain their stated properties.

Remedies and Limitations of Liability

- **Materials.** For any 3M graphic product that does not meet the above warranty terms (for approved warranty claims), upon timely notification, 3M's sole responsibility, and the Distributor, Graphics Manufacturer and End User's exclusive remedy shall be at 3M's option: (A) Credit the full purchase price of all 3M materials used to produce the graphic; or (B) Replace all 3M materials consumed in the manufacture of the graphics.
- **No Extension of Warranty.** In the case of an approved warranty claim, the replacement graphic or materials carry only the remaining term of the original graphic or materials' warranty period as stated in the applicable 3M Product Bulletin.

3M Graphics Market Center Warranties

- **Fleet Labor Reimbursement Remedy for Approved Warranty Claims.** For a limited number of products and fleet applications as stated in specific individual 3M Product Bulletins, 3M will reimburse a reasonable portion of the direct labor costs to remove, remake and reapply fleet graphics for approved warranty claims.
- **Van, Bus, Recreational Vehicle and Automobile (“Vehicle”) Paint Refurbishing Reimbursement Remedy for Approved Warranty Claims.** For vehicle graphics made using exclusively 3M-recommended removable or changeable films, products and procedures, 3M will pay a portion of the reasonable costs of refurbishing painted surfaces when the vehicle surface is damaged during film removal for approved warranty claims. 3M's coverage will not exceed two times (2X) the cost of materials used to mark an individual vehicle and will be limited to an annual disbursement of no more than 2% of the graphics manufacturer's total materials purchased during the calendar year for the production of vehicle graphics. This limitation applies to each manufacturer's total purchases for all locations. This amount does not accumulate and cannot be carried over to future years. Reimbursement is contingent upon the user properly inspecting, documenting and signing the Pre-Installation Inspection and Record provided in Instruction Bulletin 5.36 for *each vehicle* prior to graphic application.
- **All Other Applications Labor Reimbursement Remedy for Removable and Changeable Films for Approved Warranty Claims.** If the film cannot be successfully removed or an excessive amount of adhesive residue remains on the surface, 3M will reimburse the purchaser for reasonable and documented additional costs over and above normal removal labor costs for approved warranty claims.
- **Labor and Removal Remedy Limitations. None of the reimbursement remedies described above includes coverage for the following:**
 - Labor reimbursement for graphics covered by any 3M warranty except the 3M™ MCS™ Warranty.
 - Compensation for machine burden, overhead, travel, supervisions, lost profits or other consequential damages.
 - Compensation for damage to the following substrates resulting from graphic removal, even when using a removable or changeable graphic film:
 - Any interior painted architectural surface (for example, walls).
 - Any surface that has a pre-existing unstable or unsound paint or surface finish.
 - Any surface that has damage, improperly repaired damage, or damage that occurs while the graphic is in use, such as holes in walls or body damage on fleet or vehicles.
- **3M™ Panaflex™ Awning and Sign Facing Materials and 3M™ Panagraphics™ Flexible Substrates Warranty Limitations.** 3M does not warrant the following.
 - Damage due to force majeure, such as abnormally high winds or objects being blown against the sign face.
 - Damage to an awning or sign face due to improper frame or sign cabinet construction, installation or tensioning.
 - The reapplication of new graphics to an existing awning or sign face.
 - Cleaning with a pressure washer.
 - Wicking when the material is not discolored.
 - Vandalism.

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Additional Resources

These information sources are available on our Web site at www.3mgraphics.com.

- Product Bulletins
- Instruction Bulletins
- Platform-specific Warranty Matrices

This brochure is available as a printed brochure; please contact your 3M sales representative or customer service representative to obtain a copy.

Graphics Market Center Claims Procedure

End Users

Contact your graphics manufacturer who may submit a claim on your behalf.

Distributors and Graphics Manufacturers

If you purchase direct from 3M, the required method for initiating a claim is to use the on-line product quality complaint form, which provides complete details. Go to www.3mgraphics/qualitydirect or call toll-free, 1-800-511-3705 in the U.S. To be eligible for adjustment, 3M must receive notice within sixty (60) days after the reason for the claim was discovered.

3M

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