

## Warranty Overview

The following warranties are offered by 3M to Buyers of 3M Graphics Products, subject to the terms and conditions in this Warranty Bulletin. The highlights of this warranty program include:

- **3M™ Basic Product Warranty.** 3M Graphics Products are warranted to conform to 3M Specifications as of the date of manufacture.
- **Warranty Coverage.** Warranty coverage beyond the 3M™ Basic Product Warranty is available for 3M Graphics Products if the Finished Graphic is produced and installed using approved combinations of 3M Graphics Products, Inks (if applicable), Printers (if applicable), Exposures, and Applications. Details regarding availability and coverage of these warranties are specified in this Warranty Bulletin and the [Warranty Matrices](#).
  - The **3M™ Performance Warranty** provides warranty coverage for approved combinations of 3M Graphics Products and OEM branded inks ("Performance Warranty Inks"). This warranty does NOT offer warranty protection against defects, failures or losses caused by, arising from, or related to Performance Warranty Inks.
  - The **3M™ MCS™ Warranty** provides warranty coverage for approved combinations of 3M Graphics Products and MCS Warranty Inks (if applicable). For Finished Graphics produced with MCS Warranty Inks, graphic manufacturers must have a valid Certificate of 3M™ MCS™ Warranty for their Printer and MCS Warranty Ink to receive this warranty coverage.

3M Graphic Product Life Cycle	Warranty Coverage Highlights		3M™ Basic Product Warranty	3M™ Performance Warranty	3M™ MCS™ Warranty	
<b>Out-of-Box</b>	3M Graphics Products will be free of Physical Damage		✓	✓	✓	
	3M Graphics Products will be free of Visual Defects		✓	✓	✓	
<b>Production</b>	3M Graphics Products will meet 3M manufacturing specifications		✓	✓	✓	
	In-Process Printing Defects			✓	✓	
	In-Process Cutting Defects			✓	✓	
<b>Installation</b>	3M Graphics Products will meet 3M manufacturing specifications		✓	✓	✓	
	In-Process Cutting Defects			✓	✓	
<b>Maintenance</b>	3M Graphics Products will meet 3M manufacturing specifications			✓	✓	
	Finished Graphic Defects - 3M Graphics Products	Blistering			✓	✓
		Cracking			✓	✓
		Crazing			✓	✓
		Discoloration			✓	✓
		Excessive fading			✓	✓
		Excessive dimensional change			✓	✓
		Loss of adhesion			✓	✓
		Loss of reflectivity			✓	✓
	Finished Graphic Defects - Ink Related	Peeling			✓	✓
		Blistering				✓
		Cracking				✓
		Crazing				✓
		Discoloration				✓
		Excessive fading				✓
		Excessive dimensional change				✓
		Loss of adhesion				✓
	Loss of reflectivity				✓	
Peeling				✓		
<b>Removal</b>	Adhesive Removal and Residue				✓	

### NOTE

The above overview is provided as a courtesy to customers and is NOT binding. Refer to the remainder of this Warranty Bulletin for detailed information on warranty coverage. Capitalized terms are defined in the Definitions section of this Warranty Bulletin.

## 3M™ Basic Product Warranty

### A. Warranty and Warranty Period

Subject to the terms and conditions set forth in this Warranty Bulletin, 3M warrants that 3M Graphics Products will meet applicable 3M Specifications during the 3M™ Basic Product Warranty Period and will be free of Visual Defects or Physical Damage when removed from the original, unopened 3M package within the specified shelf-life. Sometimes informally referred to as the "Out of Box Warranty."

### B. Warranty Exclusions and Limitations

The 3M™ Basic Product Warranty has those warranty exclusions, limitations and other terms and conditions set forth in this Warranty Bulletin. This warranty does NOT apply to Finished Graphics.

### C. Remedies for Non-Conforming Products

If any 3M Graphics Product does not conform to this warranty, 3M's only obligation, and Buyer's exclusive remedy, shall be for 3M to I) refund (or credit) the Buyer in an amount equivalent to the purchase price paid by the Buyer for the non-conforming 3M Graphics Product and/or II) replace or repair the quantity of 3M Graphics Product found to be nonconforming. The selection of these remedies is at 3M's sole discretion. 3M requires that samples of the non-conforming products be submitted to 3M to validate a warranty claim.

## 3M™ Performance Warranty

### A. Warranty and Warranty Period

Subject to the terms and conditions set forth in this Warranty Bulletin, 3M warrants that 3M Graphics Products, when used in Finished Graphics produced and installed using the approved combinations of 3M Graphics Products, Performance Warranty Inks, Printers (as specified under the Warranty Matrices), Exposures, and Applications specified in the Warranty Matrices, will comply with 3M Specifications during the Basic Product Warranty Period and, during the Warranty Period, the 3M Graphics Products used to produce Finished Graphics with such approved combinations will be free from I) In-Process Printing Defects (if applicable), II) In-Process Cutting Defects; and III) Finished Graphic Defects - 3M Graphics Products. Warranty coverage is only available for approved combinations specified in the Warranty Matrices.

### B. Warranty Exclusions and Limitations

The 3M™ Performance Warranty has those warranty exclusions, limitations and other terms and conditions set forth in this Warranty Bulletin. In addition, 3M does NOT warrant against any defects, failures, or losses caused by, arising from or related to the Performance Warranty Ink used including, but not limited to, image fading, cracking, adhesion, peeling, adhesive removal or residue, or other issues associated with the printing Ink, regardless of whether or not approved combinations of products are used as specified in the Warranty Matrices. These defects are formally known as Finished Graphic Defects - Ink Related.

### C. Remedies for Non-Conforming Products

If any 3M Graphics Product used in the production of a Finished Graphic does not conform to this warranty, 3M's only obligation, and Buyer's exclusive remedy, shall be for 3M to (I) refund (or credit) the Buyer in an amount equivalent to the purchase price paid by the Buyer for the 3M Graphics Product(s) used in the production of the Finished Graphic and/or (II) replace or repair the quantity of 3M Graphics Product(s) used in the production of the Finished Graphic. The selection of these remedies is at 3M's sole discretion. 3M requires that samples of the non-conforming products be submitted to 3M to validate a warranty claim.

## 3M™ MCS™ Warranty

### A. Warranty and Warranty Period

Subject to the terms and conditions set forth in this Warranty Bulletin, 3M warrants that 3M Graphics Products and MCS Warranty Inks (if applicable) when used in Finished Graphics produced and installed using the approved combinations of 3M Graphics Products, MCS Warranty Inks, Printers, Exposures, and Applications specified in the MCS Warranty Matrices, will I) comply with 3M Specifications during the Basic Product Warranty Period and, II) during the Warranty Period, the Finished Graphics produced with such approved combinations will be free from A) In-Process Cutting Defects; B) In-Process Printing Defects; and C) Finished Graphic Defects. Warranty coverage is only available for approved combinations specified in the Warranty Matrices. Only graphic manufacturers having a valid "Certificate of 3M™ MCS™ Warranty" issued by 3M are eligible to receive this warranty coverage (and extend this warranty to their customers) for printed Finished Graphics using MCS Warranty Inks.

### B. Warranty Exclusions and Limitations

The 3M™ MCS™ Warranty has those warranty exclusions, limitations and other terms and conditions set forth in this Warranty Bulletin.

### C. Remedies for Non-Conforming Products

If any 3M Graphics Product or MCS Warranty Ink used in production of a Finished Graphic does not conform to this warranty, 3M's only obligation, and Buyer's exclusive remedy, shall be for 3M to I) refund (or credit) the Buyer in an amount equivalent to the purchase price paid by the Buyer for the 3M Graphics Products and MCS Warranty Ink used in the production of the Finished Graphic and/or II) replace or repair the quantity of 3M Graphics Products and MCS Warranty Ink used in the production of the Finished Graphic. The selection of these remedies is at 3M's sole discretion. 3M requires that samples of the non-conforming products be submitted to 3M to validate a warranty claim.

### D. 3M Flexible Substrate Coverage

Under the 3M™ MCS™ Warranty, 3M offers the following warranty coverage when either 3M™ Envision™ Flexible Substrate FS-1 or 3M™ Panagraphics™ III Wide Width Flexible Substrate ("3M Flexible Substrates") are used in the production of Finished Graphics backlit signs:

- **Seam or Splice Failure.** Awning or sign face seams or splices will not separate when using a reliable, professional hardware system that is specifically designed for mounting flexible sign materials, which meets applicable codes, and the awning or sign is installed by a professional sign installer.
- **Blowouts.** Internally illuminated sign faces that are 625 square feet (56.25 square meters) or smaller 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 3M Graphics Products (if applicable), 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.

### E. Adhesive Removal and Residue Coverage

Under the 3M™ MCS™ Warranty only, 3M offers the following warranty coverage for adhesive removal and residue performance:

Removal Category for 3M Graphic Film(s)	Ultra Removable	Removable with Heat	Removable with Heat and/or Chemicals	Not Removable
Adhesive Removal and Residue Coverage	Within the applicable Warranty Period, the 3M Graphic Film can be removed without any aids such as heat or chemicals with less than <b>5% adhesive residue</b> remaining on an approved substrate specified in the 3M Product and Instruction Bulletins.	Within the applicable Warranty Period, the 3M Graphic Film can be removed with heat leaving less than <b>10% adhesive residue</b> remaining on an approved substrate specified in the 3M Product and Instruction Bulletins.	<b>NO WARRANTY FOR ADHESIVE RESIDUE.</b> Films can be removed with the aid of heat and/or chemicals and may leave more than <b>30% adhesive residue.</b>	<b>NO WARRANTY FOR ADHESIVE RESIDUE.</b> Films are NOT designed to be removed. If they are removed, significant adhesive residue may remain.

If Buyer incurs removal costs associated with removing 3M Graphics Films designated as "Ultra Removable" or "Removable with Heat" due to the failure of such films to meet the removability performance features listed above, Buyer may file a warranty claim for removal costs subject to the following limitations and exclusions:

- Buyer’s exclusive remedy for breach of this adhesive removal and residue coverage is limited to reimbursement for those reasonable material and labor costs incurred in removing the adhesive from the substrate in a total, cumulative amount per Application NOT to exceed one times (x) the purchase price paid by the Buyer for the non-conforming 3M Graphics Products.
  - Reasonable labor costs incurred in removing the adhesive from the substrate are limited to costs based on local market labor costs for a similar skill level.
  - Reasonable material costs are only reimbursed if evidenced by valid receipts satisfactory to 3M. Reimbursement of such material costs is in addition to the remedies of refund, credit, or replacement that may be available under the 3M™ MCS™ Warranty.
  - No compensation is provided for machine burden, overhead, travel, supervision, lost profits, or damages.
  - Costs related to substrate damage will NOT be reimbursed.
- Warranty claims will NOT be honored or valid unless the removal occurred during the Warranty Period.
- Failure to remove the 3M Graphics Product in accordance with 3M Product and Instruction Bulletins invalidates warranty coverage.
- This warranty does NOT cover ease or speed of removal of any 3M Graphics Products.

## General Warranty Terms and Conditions

The following terms and conditions apply to the purchase of all 3M Graphics Products and the warranties set forth in this Warranty Bulletin. In the event of a conflict between these terms and conditions and any 3M Product and Instruction Bulletins or any other 3M published documents, the following terms and conditions shall govern.

### A. Scope of Warranty

- This Warranty Bulletin supersedes and replaces all prior Warranty Bulletins.
- This Warranty Bulletin applies to 3M Graphics Products sold globally unless different terms and conditions are published in writing by a local 3M entity outside the United States.
- The warranties and remedies described in this Warranty Bulletin are made only to Buyer and do NOT obligate 3M to any other person or entity. Buyer shall make its own warranties to purchasers of Buyer’s products that are manufactured or assembled using 3M Graphics Products. Buyer shall NOT attempt to bind 3M to any product warranty that Buyer makes to any reseller or end-user of Buyer’s products.

## B. Warranty Exclusions and Limitations

The following exclusions and limitations are in addition to those specific warranty exclusions referenced in this Warranty Bulletin or any individual 3M Product or Instruction Bulletin.

- **Required Notice to Trigger Warranty Coverage.** To be eligible for warranty coverage, 3M must receive written notice of a warranty claim within sixty (60) days after the date the defect, failure or loss is discovered.
- **Shelf-Life Limitation.** No warranty coverage is offered if any 3M Graphics Product (used alone or in combination with any other products) is processed and/or installed after the expiration of the shelf-life date specified for such product.
- **Misuse.** 3M has no warranty obligations with respect to any 3M Graphics Product or Finished Graphic that has been modified or damaged through misuse, abuse, accident, neglect, acts of God, vandalism, or mishandling by anyone other than 3M.
- **Failure to Follow Product and Instruction Bulletins.** All warranty coverage is contingent upon I) the 3M Graphics Product(s) and Finished Graphic being processed, used, installed, maintained, and removed in accordance with current [3M Product and Instruction Bulletins](#), and II) applicable and current product bulletins and use instructions for relevant third-party products. In the event of a conflict between 3M Product and Instruction Bulletins and any third-party bulletins, this Warranty Bulletin will control. Failure to follow any such product bulletins, instructions for use or similar guidance will void all 3M warranties.
- **Approved Combinations.** The warranty coverage offered under the 3M™ Performance Warranty and 3M™ MCS™ Warranty is only available if all components of the Finished Graphic are constructed using the Graphics Products, Ink (if applicable), and Printer (if applicable) specified in the Warranty Matrices. The substitution of non-approved products invalidates warranty coverage.
- **General Product and Application Exclusions and Limitations.** 3M does NOT warrant against defects or failures (nor does 3M assume any liability for any claims or losses) caused by, arising from, or related to those exclusions and limitations listed below. The following list is not exhaustive but is in addition to exclusions and limitations referenced in 3M Product and Instruction Bulletins.
  - **Abrasion Damage.** Damage to the surface of the Finished Graphic caused by natural, manual, or mechanical forces including, but not limited to, pressure washing, the use of brushes, brushing from tree branches, and storms.
  - **Acid Rain/Acid Dew-Related Failures.** 3M does NOT warrant against defects, failures or losses caused by, arising from or related to acid rain or acid dew on 3M Graphics Products or Finished Graphics.
  - **Lifting or Tenting Around Rivets.** Certain 3M Graphics Products may tent around or lift near rivets. Check 3M Product and Instruction Bulletins for further information.
  - **Contamination During Printing.** 3M does NOT warrant against any defects, failures or losses caused by, arising from or related to contamination that occurs during the printing process that are not attributable to 3M's Graphic Products.
  - **Glass Breakage.** If the Application of 3M Graphics Products to glass (vertical or non-vertical) results in glass breakage, warranty coverage is NOT available due to variables contributing to glass breakage not within 3M's control.
  - **Mold/Mildew Growth-Related Failures.** Mold and mildew growth may occur due to a variety of factors not within 3M's control and 3M does NOT warrant against defects, failures or losses caused by, arising from or related to mold or mildew growth on 3M Graphics Products or Finished Graphics.
  - **Squeegeeing.** Finished Graphic failure due to not re-squeegeeing all edges and overlaps of the 3M Graphic Film Application.
  - **Substrates - Damage to Substrates or Coatings on Substrates.** 3M does NOT warrant against damage to the substrate or to clear coats, paint, or other coatings on the substrate arising during installation, maintenance, or removal of the Finished Graphic. Damage includes, but is not limited to, substrate or coating removal, ink bleed-through, fading, staining, oxidation, and corrosion.
  - **Substrates - Improper Substrate Preparation Limitation.** Customer is responsible for preparing and cleaning the substrate surface prior to the application of 3M Graphics Products in conformance with 3M Product and Instructions Bulletins and the substrate manufacturer's instructions and literature. 3M does NOT warrant against defects, failures or losses arising from or related to improper substrate preparation.
  - **Substrates - Improper Selection of 3M Graphics Product(s) for the Substrate.** Customer is responsible for selecting an appropriate 3M Graphics Product(s) and/or substrate in conformance with and based on 3M Product and Instruction Bulletins, the substrate manufacturer's instructions and literature, Exposures, and Applications. Customer is responsible for testing the substrate in the specified Application to determine suitability for the intended Application. By way of example, I) surfaces with pre-existing damage, surfaces exhibiting oxidation or chalking, a repaired surface, surfaces with aged paint or metals, holes in the surface, body damage on vehicles, and unstable, uncured, improperly cured, or bonded, or unsound paint or surface finishes are NOT considered suitable substrates; and II) substrates that demonstrate outgassing, or plasticizer migration are NOT considered suitable substrates.

### NOTE

Adhesion failure due to the selection of improper 3M Graphics Product and/or substrate is NOT warranted.

- **Poor or Negligent Workmanship.** 3M does NOT warrant against any failures caused by, arising from, or related to errors, omissions, poor workmanship or negligence in the production, installation, maintenance, or removal of a Finished Graphic.

- **Normal Wear and Tear.** Normal wear and tear is excluded from warranty coverage. Normal wear and tear is defined as the unavoidable physical deterioration or degradation of a 3M Graphics Product or Finished Graphic during the Warranty Period resulting from normal use and exposure over time including, but not limited to, a loss of gloss. Damage to, or deterioration or degradation of, a 3M Graphics Product or Finished Graphic that was avoidable is NOT considered normal wear and tear. At the end of the applicable Warranty Period, a Finished Graphic can typically be expected to be in commercially acceptable service condition from a normal viewing distance for that graphic Application considering normal wear and tear. See 3M Product and Instruction Bulletins for further details.
- **Removal of 3M Graphics Films - Ease or Speed of Removal.** 3M does NOT warrant the ease or speed of removal of any 3M Graphics Products. See the scope of 3M adhesive removal and residue coverage for the 3M™ MCS™ Warranty.
- **Expected Performance Life / Durability Exclusion:** The phrases "Expected Performance Life" or "Expected Durability" are estimates of the period of time that the unprinted, unprocessed 3M Graphics Product may typically be expected to perform when applied in accordance with Instruction Bulletins, but such phrases are estimates only and are NOT warranty claims or product representations.
- **Pre-Installation Inspections.** In certain instances, certain pre-installation inspections and records are recommended to document substrate conditions and other Application parameters. Refer to the 3M Product and Instruction Bulletins for details. Completion of pre-installation inspection records, however, do NOT guarantee warranty coverage.
- **Potential End Use Applications.** Potential end use applications for 3M Graphics Products are typically listed in each 3M Graphics Product Bulletin. End use applications not listed in the applicable 3M Product Bulletins are NOT recommended and are NOT eligible for 3M Graphics Products Warranties. Further, even for those Applications listed as potential end-use applications, Buyer is solely responsible for evaluating the product and determining whether it is appropriate and suitable for a customer's Application.
- **Printers, Printheads.** 3M does NOT warrant against any failures caused by, arising from or related to defective printers or printheads, regardless of whether or not approved combinations of products are used as specified in the Warranty Matrices. Contact the printer manufacturer for evaluation of any such performance issues.
- **Third-Party Products.** 3M makes no warranties with respect to any Performance Warranty Inks, Printers, or products not sold by 3M (except for MCS Warranty Inks to the extent provided herein).

### C. Inspection

Buyer will promptly inspect all 3M Graphics Product shipments and immediately notify 3M if any 3M Graphics Product fails to meet the applicable 3M Specifications or if visual or physical defects are apparent. 3M Specifications may include specific testing methods to determine if a 3M Graphics Product meets the Specification.

### D. Disclaimer

EXCEPT TO THE EXTENT PROHIBITED BY LAW, EACH WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, RIGHTS AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, I) ANY WARRANTY OR CONDITION OF MERCHANTABILITY, II) ANY WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, AND III) ANY WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOM OR USAGE OF TRADE. BUYER IS RESPONSIBLE FOR DETERMINING IF A 3M GRAPHICS PRODUCT FITS BUYER'S PARTICULAR PURPOSE AND IS SUITABLE FOR BUYER'S INTENDED APPLICATION. BUYER ACKNOWLEDGES THAT IT HAS NOT RELIED UPON ANY REPRESENTATION, CONDITION OR WARRANTY MADE BY 3M, OR ANY OTHER PERSON ON 3M'S BEHALF, EXCEPT AS SPECIFICALLY PROVIDED HEREIN.

### E. Limitation of Liability

Except for the limited remedies stated in this Warranty Bulletin and except to the extent prohibited by law, 3M will NOT be liable for any loss or damage arising from or related to the 3M product, whether direct, indirect, special, incidental, or consequential (including, but not limited to, lost profits or business opportunity), regardless of the legal or equitable theory asserted, including, but not limited to, warranty, contract, negligence, or strict liability.

### F. 3M Graphics Product Related Information

All verbal and written statements, engineering/technical information, and other information or recommendations related to the 3M Graphics Products or their use in connection with Finished Graphics ("Product Related Information") provided by 3M to Buyer are for Buyer's convenience only and the accuracy or completeness thereof is NOT warranted. Such Product Related Information should be considered representative or typical only, should NOT be used by Buyer for specification purposes, and is NOT part of the 3M Specifications. Buyer must evaluate the 3M Graphics Product and determine if it is suitable for Buyer's intended Application.

## G. Test Reports or Evaluations

Test report information, written evaluations, or similar product or application assessments ("Test Reports") may be provided for any direct or indirect customer by 3M at its sole discretion. Test Reports will be based on tests performed at 3M laboratory facilities or a third-party laboratory on behalf of 3M using a limited sample size. While 3M believes that such Test Reports are reliable, their accuracy or completeness is NOT guaranteed. The results may vary by customer due to differences in test types and conditions. Such information is intended for use by persons with the knowledge and technical skills to analyze, handle and use such information. Customers must evaluate and determine whether the product is suitable for their intended Application. Test Reports are provided "AS-IS." In providing Test Reports 3M MAKES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF A COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE.

## H. Third Party Specifications

3M does NOT warrant and assumes no liability in connection the conformance of 3M Graphics Products with third-party specifications.

## I. Authority

No 3M employee or any other third party is authorized to make any representation, warranty or condition that differs from or is in addition to the representations, warranties or conditions set forth in this Warranty Bulletin provided, however, special warranty coverage may be offered in writing in limited circumstances by an authorized representative of 3M.

## J. No Extension of Warranty

In the case of an approved warranty claim, the replacement 3M Graphics Products or Finished Graphic carry only the remaining term of the original 3M Graphics Product or Finished Graphic's Warranty Period.

## K. Product Selection and Use

3M Graphics Products are intended for industrial and professional use only and must be used by knowledgeable and skilled graphics manufacturers and installers, for the end uses described in the 3M Product and Instruction Bulletins and in the approved combinations specified in the Warranty Matrices. Many factors beyond 3M's control and uniquely within user's knowledge and control can affect the use and performance of a 3M product in a particular Application. Buyer is solely responsible for evaluating the 3M Graphics Products and determining whether it is appropriate and suitable for a customer's Application, including conducting a workplace hazard assessment, reviewing all applicable regulations and standards, and reviewing the product label and use instructions. Failure to properly evaluate, select, and use a 3M Graphics Product in accordance with instructions or to meet all applicable safety regulations may result in injury, sickness, death, and/or harm to property. For non-recommended and/or non-warranted end use or Applications, Buyer further assumes any associated risks and acknowledges that 3M has no liability for such end uses or Applications.

## L. Customer Courtesies

As a matter of customer accommodation, 3M may elect to reimburse Buyer for additional costs or offer remedies outside the scope of the warranty coverage described in this Warranty Bulletin, but 3M is NOT legally obligated to offer such additional reimbursement or remedies. Such additional reimbursement and remedies are at the sole discretion of 3M and any such additional reimbursement and remedies shall in no manner waive or modify the warranty limitations as described in this Warranty Bulletin.

## Definitions

- **"3M Graphics Product(s)"** are defined as branded 3M Graphic Films, 3M Flexible Substrates, 3M Inks, 3M Application Tapes, 3M Tools and Accessories, or 3M Graphic Protection Products that are sold by the 3M Commercial Branding and Transportation Division for graphic Applications. 3M reserves the right to add to or withdraw 3M Graphics Products at any time, at its sole discretion.
- **"3M Product and Instruction Bulletins"** is a collective term for 3M Graphics product bulletins, technical bulletins, technical data sheets, instruction bulletins, or other 3M Graphics Products published documents.
- **"3M Specifications"** is an explicit set of written 3M quality and manufacturing requirements and standards used in the production of a 3M Graphic Product to document that the 3M Graphic Product has been manufactured in accordance with these written requirements and standards.
- **"Application(s)"** is defined as an end-use application identified in the Warranty Matrices that defines warranty coverage including, but not limited to, I) "Interior Signs" (stationary graphics located indoors and not exposed to the elements, such as walls, glass, and signage); II) "Exterior Signs" (stationary graphics located outdoors and exposed to the elements; such as walls, glass, and signage); III) "Watercraft" (non-regulated, exterior surfaces on boats with an Application above the water line; IV) OEM Graphics (OEM labels and decorative graphics produced for and used by original equipment manufacturers); and "Transportation" including (A) Rail (freight and passenger rail cars and locomotives); (B) vehicles (buses, vans, passenger vehicles, delivery trucks, pickup trucks, straight trucks, and semi-tractors); (C) trailers (semi-trailers, enclosed trailers and tankers used for commercial business purposes excluding air shields and soft-sided trailers); and (D) personal recreational utility vehicles (snowmobiles, ATVs, UTVs, motorcycles, and golf carts).
- **"Basic Product Warranty Period"** is defined as the period of time from the date of manufacture through the date of installation or expiration of the specified shelf life for a 3M Graphics Product (whichever date occurs first).
- **"Buyer"** refers to customers purchasing 3M Graphics Products directly from 3M; to authorized 3M graphics distributors reselling to graphics manufacturers or graphics converters; and to graphics manufacturers or graphics converters purchasing directly from 3M authorized graphics distributors.
- **"Exposure"** is defined by the I) angle, including A) vertical exposures (face of graphic is less than 15° from vertical); and B) non-vertical exposures (face of graphic is greater than 15° from vertical) and by II) the location (global geographic zones). Angles and locations are described in the Warranty Matrices. Warranty zones are also located in the [Global Geographic Zones Map](#).
- **"Finished Graphic(s)"** is defined as I) the 3M Graphics Product(s) and Inks (if applicable) that have been (or are being processed) in accordance with 3M Product and Instruction Bulletins, and II) the installed Finished Graphic applied in accordance with 3M Product and Instruction Bulletins.
- **"Finished Graphic Defects"** is defined as appearance defects in the Finished Graphic (such as discoloration, excessive fading, cracking, crazing, peeling, blistering, excessive dimensional change, loss of adhesion, and loss of reflectivity) that make the Finish Graphic visually unsuitable for its intended purpose when viewed with the intended lighting angle and distance for such a Finished Graphic as determined by customary industry standards, taking into account normal wear and tear. There are two types of Finished Graphic Defects: I) Finished Graphics Defects - Ink Related, and II) Finished Graphic Defects - 3M Graphics Products. Note that Finished Graphic Defects - Ink Related are NOT included under the 3M™ Performance Warranty.
- **"Graphic Protection"** is defined as 3M overlamine films or liquid clear coats used to protect the graphic and/or change gloss, appearance, or texture.
- **"Ink(s)"** are defined as I) 3M inks and co-branded inks (collectively, "MCS Warranty Inks") and II) 3M approved OEM branded inks ("Performance Warranty Inks"), all of which are identified in the Warranty Matrices for purposes of determining warranty availability and coverage.
- **"In-Process Cutting Defects"** are defined as defects in cutting (clean cutting) or weeding (removing excess material) caused by 3M Graphics Products that do NOT comply with 3M Specifications, when the 3M Graphics Product is processed in accordance with 3M Product and Instruction Bulletins.
- **"In-Process Printing Defects"** are defined as print artifacts (a visual defect in the 3M Graphics Products) that cause misprints (defective print image) over which the graphics manufacturer has no control when printing on a 3M Graphics Product, when the 3M Graphics Product is processed in accordance with 3M Product and Instruction Bulletins and when using an Ink and Printer specified in the Warranty Matrices.
- **"Physical Damage"** is defined as I) damage to the original unopened 3M package; and II) physical or structural damage to the 3M Graphics Product or other defects in the 3M Graphics Product observable when the 3M Graphics Product is initially removed from the original 3M package, to the extent such damage or defects impact performance of the 3M Graphics Product or result in a loss of functionality of the 3M Graphics Product.
- **"Printer(s)"** are defined as the 3M approved digital or screen-printing equipment manufactured and sold by a third party used to produce a Finished Graphic, as specified in the Warranty Matrices.



- **"Visual Defects"** are defined as surface imperfections or other visually observable defects on the surface of the 3M Graphics Product when the 3M Graphics Product is initially removed from its original 3M package that make the 3M Graphics Product visually unsuitable for its intended use in a Finished Graphic and which may adversely impact the performance of the 3M Graphics Product, as determined by customary industry standards.
- **"Wall(s)"** are defined as a finished or unfinished structure raised to a height off the ground and meant to enclose or shut off a space including, but not limited to, I) interior dry wall applications (typically with a paint or primer coating), or II) an exterior wall structure using components such as brick, cement, stone, and other exterior materials.
- **"Warranty Matrices"** is defined collectively as the 3M tools, located at [3Mgraphics.com/warranties](https://www.3mgraphics.com/warranties), which identify available warranty coverage and Warranty Periods based on approved combinations of 3M Graphics Products, Inks (if applicable), Printers (if applicable), Exposures, and Applications used to produce the Finished Graphic.
- **"Warranty Period"** is defined as the period of time during which 3M offers warranty coverage under the 3M™ Performance Warranty or the 3M™ MCS™ Warranty. See the Performance and MCS Warranty Matrices for the Warranty Periods based on approved combinations of 3M Graphics Products, Inks, Printers, Exposures, and Applications. The Warranty Period for In-Process Cutting Defects commences from the date the 3M Graphics Product is received until the date the Finished Graphic has been installed. The Warranty Period for In-Process Printing Defects commences on the date the 3M Graphics Product is introduced into a printing process until the date the Finished Graphic has been installed. The Warranty Period for Finished Graphic Defects (Ink and 3M Graphics Products) commences on the date of installation of the Finished Graphics (or the date of application for stand-alone products) until the end date specified in the Warranty Matrices.

## Warranty Claims Procedure

### End Users

Contact the distributor, graphics manufacturer, or graphics convertor, from whom the product(s) were purchased, as they are authorized to submit warranty claims to 3M.

### Buyers (direct purchasers of 3M Graphics, i.e., Distributors, Graphics Manufacturers, and Graphic Converters)

For a warranty claim to be processed, images and samples of the 3M Graphics Products and/or Finished Graphics must be sent directly to 3M for analysis. 3M reserves the right to request additional samples and detailed information including, but not limited to, manufacturing, lot numbers, production and installation processes, and maintenance details. Failure to submit requested information will invalidate the warranty claim.

### To file a claim:

Customers purchasing directly from 3M or an authorized 3M distributor should initiate a warranty claim via the online product quality complaint form. Another option is to work with a local 3M representative or the bCom portal.

#### United States and Canada

**Website:** [3mgraphics.com](https://www.3mgraphics.com) and click on "My Account" (this site requires registration) to access this for  
**Quality Direct Phone:** 1-800-511-3705.  
**Email:** [CG-Quality@mmm.com](mailto:CG-Quality@mmm.com)

#### Germany, Austria, and Switzerland

**Website:** [Antragsformulare \(3m-net.ch\)](https://www.antragsformulare.3m-net.ch)

#### Other Countries

Claims processes may vary in different countries. For any questions, work with a local 3M representative to follow the local customer claim process.

## Additional Resources

For additional questions, visit [3M Graphics and Signage](https://www.3mgraphics.com/signage) or contact a local 3M sales representative.

### Commercial Branding and Transportation

3M Center, Building 223-3N-30  
St. Paul, MN 55144

1-800-328-3908  
[3M.com/Graphics](https://www.3m.com/Graphics)

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