

PRODUCT AND INSTALLATION WARRANTY

WINDOW GRAPHICS

- 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 perforated vinyl applied to them
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.
- All graphics will need to be removed before we arrive and glue removed. (we can do this at an additional cost)
- If not suitably cleaned when we arrive on site delays, extra visits and extra costs may be incurred
- Typical life expectancy of digitally printed and laminated window graphics: 36 months

EXTERIOR SIGNS AND DECALS *(wayfinding, die-cut window graphics, acrylic, aluminium, and composite signs)*

- 1-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: 6 years
- Non-illuminated signs will be removed and left on site when we install the new sign. (we can take away and dispose of the old sign at additional cost)
- Illuminated signs will have to be disconnected from the mains before we arrive by a qualified electrician.
- You will need to provide a qualified electrician on the day to re-connect to the mains. (we can provide this at additional cost)
- Working after hours in pedestrian areas permission might be required by the local authority. (this is the responsibility of the customer to arrange)

PERFORATED WINDOW GRAPHICS

- 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 perf applied to them
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.
- All graphics will need to be removed before we arrive and glue removed. (we can do this at an additional cost)
- If not suitably cleaned when we arrive on site delays, extra visits and extra costs may be incurred
- Typical life expectancy of perforated window film: 12-36 months

GIANT WALL PRINTS

- 1-year warranty: covers peeling, excessive fading and cracking
- Walls will need two weeks to dry if they have been painted before we can apply the graphics.
- Walls need to be repaired and primed either in an oil based paint or “Zinsser-bulls eye primer”, link below <https://www.screwfix.com/p/zinsser-bulls-eye-1-2-3-primer-sealer-2-5ltr/10136>
- See “Graphics Care Sheet” for proper care and cleaning. No warranty against improper cleaning.

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 WRAPS

- Manufacturer’s warranty on vehicle wrap materials. Film warranted against excessive fading, discoloration, and blistering for 2 years on non-vertical surfaces (greater than 10 degrees from vertical) and 3 years on vertical surfaces.
- Final finish and lifespan of the graphics will be effected if the vehicle paintwork has been compromised.
- 1-year warranty on installation and workmanship (peeling, cracking or lifting). Damaged areas will be trimmed back, patched in, or replaced if needed

PRODUCT AND INSTALLATION WARRANTY

- 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
- Note: Remove graphic immediately if you notice a rapid colour change, darkening or hairline cracking
- Source Graphics Ltd are not liable if during the installation of a wrap the clear coat of the car begins to peel off. Originally painted vehicles will not have any problems with clear coat peeling off. It is the duty of the owner of the vehicle to ensure suitability of the existing surface before it is wrapped.
- Wrapping colour films for car lettering, car decoration and full car wrapping are supplied with an adhesive which is balanced in terms of its composition and adhesive strength. This means that the films will not lift or damage the vehicle paintwork, provided that painting has been professionally done and has cured completely and painted in accordance with OEM specifications prior to application of the graphic film.
- Wrapping colour films may be applied to plastic automotive components only if they are painted in accordance with OEM specifications, and if they have a completely smooth surface. Otherwise, the wrapping colour films adhesion will be significantly compromised.
- A £75 fee will be added to the invoice for all vehicles that have not been recently washed and decontaminated (i.e. the vehicle must be cleaned and paintwork decontaminated from tar and fall out etc..., but not waxed). This fee includes the labour cost of washing your vehicle by our certified installers. To avoid this charge please wash and decontaminate your vehicle paintwork before you bring the vehicle to us. This £75 charge is per vehicle.

PERFORATED WINDOW GRAPHICS (VEHICLES)

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

INTERNAL SIGNAGE

- 1-year warranty: covers peeling, excessive fading and cracking
- All existing signage to be removed, walls repaired and repainted.
- Walls will need two weeks to dry before we can apply the new signage.
- If any changes to final plans or wall colour/paint or equipment layout and we are not advised of this before arriving on site delays, extra visits and extra costs may be incurred. Access to site to be made available including out of hours and weekends.

EXTRAS

- Damage caused from vandalism, wind, rain, hail, sleet or any act of God is not covered.
- Graphics that are “RTA” or “Ready to Apply” and are installed by the client are not covered against lifting or peelings
- Warranty repairs will be done at Source Graphics facility or clients original install site only
- Any altering or tampering with the graphics installed by Source Graphics will result in the warranty being null and void
- Maintenance guidelines Information is available by request.
- Removal of graphics prior to the end of the warranty period is guaranteed not to damage OEM-painted surfaces. If graphics are removed post-expiration of the warranty, no guarantee for the surface condition is given
- If surfaces are not covered with OEM paint, no warranty is provided

At Source Graphics we are committed to providing quality work that holds value for our clients.

This document outlines our warranty policies for easy client understanding.

Should you have questions, please don't hesitate to contact us.