



# WARRANTY INFORMATION

## Graphics + Signage

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## PERFORATED WINDOW GRAPHICS

(storefront)

- 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 "Graphic Maintenance Sheet" for proper care and cleaning. There is no warranty implied that covers damage caused from improper cleaning.
- Typical life expectancy of perforated window film is 12-36 months

## PERFORATED WINDOW GRAPHICS

(vehicles)

- 1 year warranty covers peeling, excessive fading, and cracking. See "Vehicle Graphic Maintenance 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 are not warranted for peeling or abrasion.
- Typical life expectancy for perforated window film is 1 year

## VEHICLE LETTERING

(die-cut vinyl on windows or painted surfaces)

- 1 year warranty covers peeling, excessive fading, and cracking.
- No warranty on chrome, diamond plate, or other metalized film.
- See "Graphic Maintenance Sheet" for proper care and cleaning. There is no warranty implied that covers damage caused from improper cleaning.
- Typical life expectancy of vehicle lettering is 3-5 years depending on care and material type (metallics, chrome and metalized film have a shorter life of 1-3 years).

## VEHICLE WRAPS

- **azpro** offers a limited warranty on 3M vehicle wrap materials as specified for the Desert Southwest Region. The film is warranted against excessive fading, discoloration and blistering for 1 year on non-vertical surfaces (greater than 10 degrees from vertical) and 3 years on vertical surfaces. See [www.3Mgraphics.com](http://www.3Mgraphics.com) for additional information.
- **azpro** offers a 1 year warranty from the install date on installation and workmanship (peeling, cracking or lifting). Damaged areas will be trimmed back, patched in, or replaced if needed per the recommendation of an **azpro** certified installer.
- Typical life expectancy of a vehicle wrap is 2-5 years for vertical exposure, 1-3 years for non-vertical exposure. To extend the life of your wrap, proper care and maintenance is required. This includes hand-washing the vehicle at least every two weeks and immediately after a rain or dust storm. Quarterly waxing of non-vertical surfaces with a polymer-based wax is highly recommended. Following the proper care and schedule outlined in the "Vehicle Graphic Maintenance Sheet" will help your investment last for years to come!

## EXTERIOR SIGNS & DECALS

(wayfinding, die-cut window graphics, acrylic, aluminum, and composite signs, solid vinyl window wraps)

- 1 year warranty covers peeling, excessive fading, and cracking.
- See "Graphic Maintenance Sheet" for proper care and cleaning. There is no warranty implied that covers damage caused from improper cleaning.
- Typical life expectancy of an exterior sign is 12-60 months.

## 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. It is possible that a windstorm may damage your banner the very same day it is installed. Reinstalling the banner will be billed at the customer's expense.
- Typical life expectancy with proper installation is 3-24 months.

## EXTRAS

- Damage caused from vandalism, wind, rain, hail, sleet, or any act of God are not covered.
- Graphics that are "RTA" or "Ready to Apply" and are installed by anyone other than **azpro** or an **azpro** contracted installer are not warranted.
- Warranty repairs will be done at **azpro** facility or clients original install site only.
- Any altering or tampering with the graphics installed by **azpro** will result in the warranty being null and void.
- Please review the graphic maintenance sheets for additional info.

## GRAPHIC REMOVAL

- Vinyl graphics have an expected life of 1-2 years for non-vertical applications and 3-5 years for vertical applications. Graphics that are left on longer than noted above are prone to have damage occur prior to and during the removal process. Note: Remove a graphic immediately if you notice a rapid color change, darkening or hairline cracking.
- There is no warranty implied or expressed for a clean and/or damage free removal of any graphic. Due to many factors, there is a possibility that a graphic may cause damage to the surface in which it is applied or removed. Damage may include but not limited to ghost images, discoloration, peeling paint or other finishes, tool/chemical marks from the removal process, and peeling of the substrate material.
- **azpro** employees are trained in removing graphics and will do their best to not harm the substrate surface during the removal process. **azpro** cannot be held liable for damage due to the removal of a graphic. For more information on the vinyl removals, please see the "Removal Waiver".

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 your sales representative.