

GRAFITYP SELFADHESIVE PRODUCTS GRAFIPRINT WARRANTY CERTIFICATE

1. Product warranty

This "Grafiprint Warranty Certificate" is issued by Grafityp Selfadhesive Products nv (hereafter called "Grafityp"), and is only valid in conjunction with the following documents :

- ◆ General Terms and Conditions of Sale and Delivery
- ◆ The technical data sheets of the materials in question
- ◆ Processing information, issued by Grafityp and valid on the date of this document

The Grafiprint Warranty Certificate covers the outdoor durability and/or indoor durability of **Grafiprint** Digital Print Media and Laminates in conjunction with a wide range of digital printing devices and their respective original printing inks.

All information, mentioned in this Grafiprint Warranty Certificate and in the technical product data sheets of the Grafiprint products, is based upon tests that were executed by Grafityp and that Grafityp consider to be reliable. The measured values are merely given as information, and do not constitute a guarantee or warranty as such. Eventually it is up to the end user of the Grafiprint products to determine the suitability of the Grafiprint products for his specific application.

Grafiprint Digital Print Media and Laminates have been developed on the basis of more than half a century of market experience and expertise in pressure sensitive adhesive technology. Grafiprint Digital Print Media and Laminates are manufactured and controlled in accordance with a quality management system that has been evaluated and approved by the ISO 9001:2000 certification standard.

Grafityp warrants that the Grafiprint Digital Print Media and Laminates are free from defects in manufacturing and workmanship upon shipment. If used in accordance with Grafityp's written instructions, the unprinted Grafiprint Digital Print Media and Laminates as well as the finished graphics, printed on Grafiprint Digital Print Media with internally approved digital printing devices in conjunction with their respective original printing inks and laminated with Grafiprint Laminates, will under normal Central-European conditions provide outdoor durability and/or indoor durability for the warranty period stated in the applicable technical data sheets.

Outdoor durability means that the printed Grafiprint Digital Print Media, laminated with Grafiprint laminates and applied to recommended surfaces, will not deteriorate to a higher extent than described in their respective technical data sheets, which means that the films will not discolour, crack, craze, blister, shrink, go matt or lose their adhesive strength to such an extent that the finished product is no longer effective for its advertising purpose. The outdoor durability is based

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on normal Central-European outdoor exposure conditions and vertical application to recommended surfaces. If applied in areas with higher temperatures and/or humidity, or if they are used for non-vertical applications, the outdoor durability will be reduced and the warranty period will be decreased accordingly (please refer to chapter 3 for more details).

2. Warranty Limitations

This warranty only applies in case the following remarks are taken into consideration:

- ◆ All self adhesive products used for the finished graphic must be Grafityp products, i.e. Grafiprint Digital Print Media in conjunction with Grafiprint Laminates. The warranty will be void if any combination with non-Grafityp self-adhesive products is used.
- ◆ Grafiprint Digital Print Media and Laminates must be properly stored and applied before the end of their shelf life, as stated in the respective technical data sheets. In case of a complaint, it is the end user's responsibility to prove that the Grafiprint Digital Print Media and Laminates have been applied before the end of their shelf life by providing the products' batch numbers and date of application.
- ◆ Grafiprint Digital Print Media and Laminates must be used for the applications that they are meant for, as stated in the respective technical data sheets. In case the end user wishes to use the Grafiprint Digital Print Media and Laminates for any other use, it is his sole responsibility to determine the suitability of the product. Grafityp cannot be held responsible for any claims, losses, damages or expenses resulting from such unintended use of the products. Grafiprint products are of a professional nature and require knowledgeable and skilled craft persons to determine the suitability of the materials and to assemble and install them.
- ◆ Grafityp shall not be held responsible for any damage to substrates resulting from the use or removal of Grafiprint Digital Print Media and/or laminates, nor shall Grafityp be held responsible for any consequential damage.
- ◆ Grafityp shall not be held responsible for printed Grafiprint Digital Print Media and/or laminates that have been altered, modified, damaged, misused, abused, subject to accidents, neglected or improperly processed. The products are not warranted against premature failure caused by chemical, environmental or mechanical means, such as, but not limited to, vandalism, cleaning solutions, paints, solvents, moisture, temperature, mechanical washing equipment, engine fuel spills, engine exhaust steam, organic solvents

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or other spilled chemicals. Damage from fire, structural failure, lightning and other forces of nature are not covered by this warranty.

- ◆ Grafityp shall not be held responsible for failures due to improper printing conditions or settings including, but not limited to, unsuitable colour calibration, incorrect ICC colour profile or incompatible print modes. Product failure caused by over-saturation or other processing errors, leading to an inferior print quality, are not warranted.
- ◆ Grafityp shall not be held responsible for failures due to insufficient drying time of the printing inks. Some printing inks may contain a high percentage of solvent. If these printing inks have not dried sufficiently after printing, the residual solvents may have an adverse effect on the overall performance of the product.
- ◆ Grafityp shall not be held responsible for glass breakage as a result of the application of Grafiprint products. Self adhesive products may have an influence on the glass' ability to cool down, which could result in a higher stress factor and eventually lead to glass breakage.

3. Warranty Period

As stated in Chapter 1 (Product Warranty), the outdoor durability is based on normal Central-European outdoor exposure conditions. If applied in areas with higher temperatures and/or humidity, the outdoor durability will be reduced and the warranty period will be decreased as follows :

North-, West-, Central and Eastern Europe North America (except for Arizona, California, Florida, Nevada, New Mexico, Texas, Utah and Mexico)	Total warranty period as stated in the technical data sheets of the respective Grafiprint products
South-Europe Central and South America Asia Pacific (except for Australia and New-Zealand)	Multiply the warranty period stated in the technical data sheets of the respective Grafiprint products by 0.7
Middle-East Africa Australia and New-Zealand Arizona, California, Florida, Nevada, New Mexico, Texas, Utah and Mexico	Multiply the warranty period stated in the technical data sheets of the respective Grafiprint products by 0.5

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At the same time the outdoor durability is based on vertical applications. If the Grafiprint films are used for non-vertical applications, the outdoor durability, as mentioned in the technical data sheets of the respective Grafiprint films are multiplied by 0.5.

This durability factor needs to be cumulated with the regional durability factor.

4. Notification

This Grafiprint warranty shall only be valid if Grafityp is informed in writing, giving full details, within 30 days of the reported complaint and if the necessary delivery note and batch numbers of the materials concerned are made available. Samples of the materials should also be provided wherever possible.

Grafityp reserves the right to visually inspect the subject of the complaint.

Grafityp shall thoroughly investigate the information obtained and will make a decision about the complaint as soon as possible.

5. Reimbursement

In case of a defect with the Grafiprint Digital Print Media and/or the Grafiprint Laminates, Grafityp shall, at its own discretion, either replace the defective product or refund the purchase price of the amount invoiced for the Grafiprint Digital Print Media and/or the Grafiprint laminates in question. In either case, the compensation made will be pro rata to the remaining warranty period of the Grafiprint Digital Print Media and Laminates.

Grafityp shall not be held responsible for any incidental or consequential damage, including, but not limited to, loss of profit or income, labour cost, costs or expenses for reproducing graphics, loss of production time, costs for removing defective graphics, etc...