

Express Employment Professionals Vehicle Wrap Warranty Details

BIG Visual Group vehicle wraps are produced using 3M print materials and laminates, insuring the graphic will perform for a reasonable amount of time based on the specific material characteristics for which it was manufactured. BIG Visual Group offers the 3M MCS Warranty.

The base print film selected for the Express Employment Professionals Vehicle Wrap Program is 3M180-10Cv3 with 3M8518 High Performance Gloss Laminate for overlamination. The performance of any film that BIG Visual Group uses in the manufacturing process of graphics is warranted by the manufacturer. Upon request, we are happy to provide manufacturer product bulletins. Our installers use procedures that meet or exceed manufacturer specifications. For films applied to warranted surfaces, BIG Visual Group stands behind our installations on new vehicles for a time period equal to the manufacturer's warranty of the film. In all price quotes and estimates, we are assuming that the surfaces to which we are applying graphics are clean and in good condition. Before vehicle wrap can be applied, a pre-inspections and tape test will be performed on vehicle to determine if paint finish is suitable for wrapping and if vehicle wrap is eligible for warranty.

What BIG Visual Group Guarantees for Finished Graphics Using All 3M Components:

Printed Graphic Life Expectancy - Not less than 36 months (12 months for perforated window film).

Printing and Ink Defects - Artifacts or misprints that occur when printing on 3M graphic film or substrate with the recommended ink or toners and imaging equipment. Finished Graphic Appearance Defects - Defects, including those attributed to the ink, such as excessive fading, discoloration, 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.

Installation - BIG Visual Group guarantees that the graphics will be applied by Certified and/or Professional Vehicle Graphics Installers, utilizing the latest methods that meet or exceed manufacturer specifications, to apply your graphics, contributing to the longevity of your finished vehicles graphics program.

For issues that occur to the wrap during or after the warranty period, a digital photo of the affected area must be taken and then contact your BIG Visual Group account representative. You will be prompted to email the photo to us to assess the issue. In most cases, you will be able to fix the issue permanently with little effort. In some

instances, you will be instructed to have your vehicle visually inspected by a local representative. A list of guidelines to procedural repairs and replacements are provided with each vehicle wrap.

Warranty Limitations - In order for wrapped vehicle to remain under warranty for term of warranty, vehicle must be washed with soap and water on at least a biweekly basis. If this is not done, road grime and airborne contaminants will attach itself to the wrap causing damage to the finish of the wrap. If any portion of BIG Visual Group peeling, lifting, bubbling, damaged, etc., contact with your BIG Visual Group account representative must be made immediately to address such issues. If any of these procedures are not followed, it will void this warranty. Situations not covered by this warranty include vehicle accidents; road debris or any other debris coming into contact with wrap; scratches from tree branches or any other contact, spilled fuel contaminants, road tar, damaging liquids, poor condition of vehicle paint, rough surfaces, presence of rust, oxidation; opening windows decorated with perforated window film; pressure washing; normal wear and tear, or any other damage that BIG Visual Group determines is not subject to or limited to within the terms of this warranty.

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