



**THE VEHICLE WRAP**  
*Specialists*

## Empire Graphics Vehicle Wrap Warranty Policy

We use only the best 3M high performance wrap vinyl

### **FINAL APPEARANCE**

Please understand that a vehicle wrap is not paint. Some flaws in the material are inevitable. Minor lift, even on flat areas, will happen. When wrapping vinyl in and out of deep grooves and around curves and/or rivets, some "bubbling," "lifting," and "tenting" of the material is inevitable. This, however, will not jeopardize the effectiveness of the advertisement. Seams in material will be used to minimize "bubbling" and "lifting" as much as possible. Cleaning is important to the life of the wrap. When cleaning, be sure to clean gently. **WARNING:** Never use a pressure washer on the wrap material. Too much pressure will cause the material to tear and/or lift. Please note that exposure to the sun will cause fading over time.

### **12 MONTH LIMITED WARRANTY ON INSTALLATION**

Our vehicle wrap includes a 12 month limited warranty on installation. This limited warranty covers any major lifting or bubbling in the material, jeopardizing the effectiveness of the advertisement for 12 months from the date of wrap completion. Premature failure due to cracking, crazing, blistering or loss of adhesion shall be covered under this warranty if it occurs during the 12 month warranty period. Material applied through extreme creases or curves is subject to lifting and bubbling and is not considered appreciable deterioration. Slight color fading, chalking, edge lifting, slight reduction in gloss or tenting around rivets will not detract from appearance and will not be repaired under this warranty. The 12 month limited warranty does not cover fading of color. If any repairs due to product failure are needed during the first 12 months after installation, the repairs will fall under the 12 month limited workmanship warranty. There will be no charge for labor or material. However, transportation of the vehicle to and from the repair location is the sole responsibility of the client and is not covered under this warranty. The damaged area will be cut away and replaced with new print. Seams will be lined up as well as possible, but slight mismatch of images and colors may occur. Please note that vinyl applied by anyone other than us will result in a void of warranty. Notification of Claim: This warranty requires that the vendor be notified in writing or via email by the client within fourteen days of noticed material failure. Claim notifications must include original invoice as proof of purchase and vehicle's VIN number, along with digital images of the failed product. Application to Glass: We accept no liability for glass breakage. Glass is prone to break under the stress caused by temperature changes across the surface, which could be amplified by the application of film. Misuse and Natural Disasters: We have no obligation under this warranty with respect to products that been modified or damaged through misuse, abuse, accident, neglect or mishandling by the client. For example, graphics are not warranted against premature failure caused by chemical or mechanical means such as, but not limited to, vehicle accidents, vandalism, cleaning solutions, paints, solvents, use of high pressure washing equipment, mechanical washing equipment, windshield wiper use on window perf, engine fuel spills, engine exhaust, steam, organic solvents or other spilled chemicals. Damage from fire, earthquake, flood, structural failure, lightening, and other natural disasters are also not covered by this warranty. Premature failure due to cracking, crazing, blistering, or loss of adhesion shall constitute a breach of warranty if it occurs during the warranty period. Replacement graphics will be warranted for the period corresponding to the remaining warranty period of the original failed graphics. Slight color fading, chalking, edge lifting, or slight reduction in gloss for cast and calendared films, or "tenting" around rivets for cast films, will not materially detract from appearance and does not constitute a breach of warranty.

### **3M GRAPHIC SOLUTIONS**

Car wraps installed with 3M Graphic Solutions are guaranteed not to fade, crack, or peel for up to 5 years (vertical surface) and 2 years (horizontal surface) in most locations.

### CLEANING RECOMMENDATIONS

- Allow 1-2 weeks for wrap to set before washing. Hand washing with car wash soap is the safest method but automatic car washes can be used if they are brushless. Be mindful of seams and edges when cleaning as they can catch and lift.
- Heated pressure washing is not recommended as it can lift edges and seams of the vinyl.
- Avoid parking your wrap in direct sunlight as it will cause it to fade faster.
- Do not let gasoline spills or bird droppings sit on the wrap as they can degrade the laminate. Clean them up as soon as possible.
- Isopropyl alcohol can be used to spot clean. Rinse with cool water.
- Do **not** use these products to clean your wrap:
  - Solvents
  - Oil based cleaners
  - Kitchen & Bathroom Cleaners
  - Oven cleaner
  - Orange Oil
  - Engine Degreaser
- If, after cleaning, the wrap looks cracked, faded or yellowed, the wrap may be reaching the end of its life. This usually occurs after 2 years on horizontal surfaces. These areas of the wrap should be removed or replaced when this occurs.

For any other questions regarding the care of your wrap, please call us at 301-893-2700