



## EXPECTED DURABILITY AND WARRANTY OF CAR WRAPPING FILMS

The **warranty** period begins on the date of the invoice **issued for the installation**. The warranty applies only if installation is carried out on the **original factory paintwork**. The warranty is non-transferable and applies only to the original customer. The value of the claim **shall not exceed the gross purchase price** indicated on the invoice for **the** sale of the product. The warranty **does not cover** damage caused by improper use, accidents, improper installation and normal wear and tear of the product, neither dents caused by stones and road debris.

### Claim process

Make sure to **check the film** before use for any manufacturing errors, e.g. wrinkling. These problems mostly arise from faulty winding but material defects are also possible. These issues are immediately visible after opening the box. **If you notice any problems, do not use the film!** Take some good quality **videos/photos** of the affected area, put the roll aside, and inform us about the problem with a **filled-in claim form**. Pack the faulty roll carefully back to its original packaging and store it properly (e.g. pay attention to keeping the tension of the roll).

The process is the same in the case problems arising during installation. **Put the material aside and describe the process of installation in detail on the claim form**, e.g. what kind of liquid you used to clean the surface before installation, and what application, tools, and techniques you used.

In some cases, we may request a **sample** of the material in question for the assessment of your claim. If you have used the whole material, and the problem only appeared after installation, then please send good quality videos and photos where the defect is clearly visible. It is also important that these photos/videos show the **entire claimed quantity**. Sometimes we receive photos only of the car's hood when the customer wants to file a claim for the whole car.

If you have a customer who wants to file a claim, ask them to proceed the same way as described above. Without going through the claim process, do not, under any circumstances, replace the material for them in advance. You need to fill out our claim form: It has to contain the type and **quantity of the claimed material, the date of purchase, roll's batch number, the type of claim (replacement or credit), and a detailed description of the issue**.

### Additional important information

The warranty covers solely the **material's value**. Any reimbursement for additional costs, such as installation, removal, and others, will be determined at the discretion of the manufacturer on a case-by-case basis.

Before applying any strong cleaning solution (e.g. bug or tar removers), make sure to test the liquid on a small film sample to see whether it causes any damage. This way, you can avoid damaging a larger amount of material.

Many factors can reduce the durability of the film, such as application on a structured surface, inadequate cleaning process, lack of film maintenance.

The guaranteed warranty periods, warranty problems and factors excluding the warranty were collected as determined by each manufacturer.



## Warranty terms of Iristek wrapping films under Central European weather conditions in case of horizontal application

|                           |                  |                                                                                                                                                                                                           |
|---------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Pure Colors</b>        | <b>2 years</b>   | <b>Matte Black(MTXX), High Glossy(HGXX), Ceramic(SCXX), Original Paint(ORXX), Macaron(MCXX), Super Matte(MSXX), Super Glossy(SGXX)</b>                                                                    |
| <b>Satin Chrome</b>       | <b>2 years</b>   | <b>Super Satin Chrome(SKXX)</b>                                                                                                                                                                           |
| <b>Metallic Colors</b>    | <b>2 years</b>   | <b>Original Paint(ORXX), Glossy Metallic(GMXX), Super Glossy Midnight(NGXX), Metal Brushed(MBXX), Crystal Metallic(QMXX), Matte Metallic(MEXX), Super Matte Metallic(MEXX), Super Glossy Liquid(LMXX)</b> |
| <b>Pearlescent Colors</b> | <b>2 years</b>   | <b>Pearl Metallic(MPXX), Pearl Glitter(PGXX), Magic Golden(MWXX), Satin Pearl(SPXX), Super Glossy Colorflow pet liner(CHXXP, FHXXP), Original Paint(ORXX)</b>                                             |
| <b>Diamond Colors</b>     | <b>1,5 years</b> | <b>Chameleon paper liner(CHXX), Holographic both paper and pet liner(HOXX), Diamond(DIXX), 3D Psychedelic(PSXX), Super Metallic(SMXX), Super Metallic Ceramic(SMXX)</b>                                   |
| <b>Matte Chrome</b>       | <b>1,5 years</b> | <b>(MKXX)</b>                                                                                                                                                                                             |

### The manufacturer undertakes a warranty in the following cases:

- materials and workmanship defect

### Warranty exclusions:

- Improper surface preparation and/or installation process (especially with metallic colour avoiding excessive stretching, bending or heating)
- Inadequate aftercare, lack of cleaning.
- Certain cleaning agents, waxes and coatings can cause color distortion, especially on matte surfaces. In any case, such products must be tested on a small surface in advance, and their use is the sole responsibility of the user.
- Failure to adhere to storage regulations: the foil must be stored in a dry and clean environment at temperatures ranging from 15-28°C and relative humidity between 25-65%.
- Scratches or injuries resulting from physical impacts, as well as changes induced by environmental factors, these changes are considered normal wear and tear.

- Extreme outdoor parking conditions (exceeding 70 degrees or falling below -20 degrees Celsius)
- Slight difference in color between different batches is normal.
- 15% fading within a year is considered normal. Some pure colors may fade faster, such as yellow, pink, blue and green
- Damage resulting from the use of a high-pressure washer.



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