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### Quick Links

[3M.com/graphicswarranties](https://www.3m.com/graphicswarranties)  
[Quality Direct](#)  
[Technical Information Selector](#)

## 1. Warranty Coverage

### A. Overview

The warranty coverage for eligible graphics is based on the user both reading and following all applicable and current 3M Graphics Product and Instruction Bulletins. The warranty period for eligible graphics is as stated in the 3M Graphics Warranties Matrices, found at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties), at the time that the film was purchased. The warranty period may be reduced and stipulations may apply for certain constructions and applications, as covered in this Bulletin.

The warranties set forth in this Bulletin are made in lieu of all other express or implied warranties, including any implied warranty of merchantability, fitness for a particular purpose, or arising out of a course of dealing, custom, or usage of trade. All warranty coverage is contingent upon using the 3M Graphics Products as described in the applicable 3M Graphics Product and Instruction Bulletins. Failure to follow such description and instructions may void all warranties and limited remedies.

### B. Limited Remedy

The limited remedy applicable to each warranty addressed in this Bulletin is specified below.

### C. Limitation of Liability

Except to the extent prohibited by law, 3M SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE TO PURCHASER OR USER FOR ANY DIRECT (EXCEPT FOR THE LIMITED REMEDY PROVIDED HEREIN), INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LABOR, NON-3M MATERIAL CHARGES, LOSS OF PROFITS, REVENUE, BUSINESS, OPPORTUNITY, OR GOODWILL) RESULTING FROM OR IN ANY WAY RELATED TO 3M'S GRAPHICS PRODUCTS, SERVICES, OR THIS BULLETIN. This limitation of liability applies regardless of the legal or equitable theory under which such losses or damages are sought.

### D. User Responsibility for End Use

3M Recommended Product End Uses are listed in each 3M Graphics Product Bulletin.

End uses not listed in the applicable 3M Graphics Product Bulletins are typically not eligible for 3M Graphics Warranties.

For all end uses, including Recommended Product End Uses, user is solely responsible for evaluating, testing, and approving the 3M Graphics Product and determining whether it is suitable for user's end use and application. For non-recommended and/or non-warranted end uses or applications, users assume any associated risks and acknowledge that 3M has no liability for such end uses or applications.

Please contact your 3M representative with any questions about graphic applications, end uses, and warranties.



## 2. Definitions

### A. Expected Performance Life/Durability

Expected Performance Life or Durability is the expected period of time that the unprinted, unprocessed 3M Graphics Product should perform satisfactorily for its intended purpose when applied to flat, vertical substrates in a non-abusive environment.

#### **IMPORTANT NOTE**

Expected Performance Life/Durability is not a warranted period of time.

### B. 3M™ MCS™ Warranty

Finished Graphics constructed with the 3M Graphics Products specified and utilized in the exposure specified in the 3M Graphics Warranties Matrices, located at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties), are eligible for the 3M™ MCS™ Warranty.

#### Certificate of 3M™ MCS™ Warranty Requirement

Graphic manufacturers who produce digitally- or screen-printed graphics made with all 3M Graphics Products, including 3M Ink purchased through a qualified 3M Distributor or 3M Printing Partner, must register to be recognized with a Certificate of 3M™ MCS™ Warranty. Only graphic manufacturers having a current Certificate of 3M™ MCS™ Warranty are eligible to extend this warranty to their customers.

**Note:** For non-digitally printed Finished Graphics, check your eligibility for the 3M™ MCS™ Warranty by using the warranty selector at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties), or by viewing the Warranty Period found within the Product Bulletin.

### C. 3M Performance Guarantee

Graphics constructed with the 3M Graphics Products specified and utilized in the exposure specified in the 3M Performance Guarantee Matrix, located at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties), are eligible for the 3M Performance Guarantee. This guarantee covers only the performance of the recommended 3M Graphics Products used in the graphic construction when imaged with the printers and OEM inks listed in the most current version of the 3M Performance Guarantee Matrix at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties). That Matrix may also list certain restrictions for certain films. For warranties for other exposures, see "Reduced Warranty Period for Other Graphic Exposures".

### D. 3M Basic Product Warranty

3M Graphics Products are warranted to be free of defects in materials and manufacture at the time of shipment and to meet the specifications stated in its applicable 3M Graphics Product Bulletin and as further set forth in this Warranty Bulletin.

### E. Exposure Types

#### Vertical Exposure

The face of the graphic is less than 15° from vertical.

#### Non-Vertical Exposure

The face of the graphic is greater than 15° from vertical.

**Note:** Any outdoor graphic located in Arizona, New Mexico, and the desert areas of California, Nevada, Utah, and Texas

is subject to reduced warranties. Click [here](#) for a detailed map or go to [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties). See "Reduced Warranty Period for Other Graphic Exposures" for reduced warranty period information.

Vertical



### F. Adhesive

#### Ultra Removable

These films can be removed without any aids such as heat and chemicals without leaving adhesive residue.

#### Removable with Heat

These films can be removed with the aid of heat. Expect little to no adhesive residue, but in some conditions it could be up to 10%.

#### Removable with Heat and/or Chemicals

These films can be removed with the aid of heat and or chemicals. These films may leave more than 30% adhesive residue.

#### Not Removable

These films are not intended to be removed. In some cases they can be removed, but with great difficulty and could damage the substrate. If they are removed, they may leave significant adhesive residue.

## Removal Table

Removal category	Ultra Removable	Removable with heat	Removable with heat and or chemicals	Not Removable
Ease of Removal (when 2 mil overlaminates is used)	Best	Better	Good	Difficult
Removal information	These films can be removed without any aids such as heat and chemicals without leaving adhesive residue.	These films can be removed with the aid of heat. Expectation is little to no adhesive residue, but in some conditions could be up to 10%.	These films can be removed with the aid of heat and or chemicals. These films may leave more than 30% adhesive residue.	These films are not designed to be removed. In some cases they can be removed, but with great difficulty and could damage the substrate. If they are removed, they may leave significant adhesive residue.
Warranted removal**	In some conditions could be up to 5% adhesive residue.	In some conditions could be up to 10% adhesive residue.	Not Warranted	Not Warranted

\*\*3M warrants the expectations of adhesive residue left on a substrate. In some instances, there may be more adhesive residue than expected. If adhesive residue is higher than the percent indicated, a claim can be filed. 3M does not warrant ease or speed of removal for any graphic films.

### G. Graphic Construction

The products used to make a graphic, which may include film and/or flexible substrates, graphic protection, ink, printer, and application tape.

### H. Graphic Protection

Overlaminates films or clear coats used to protect the graphic and/or change gloss or texture.

### I. Graphics Product

The 3M graphic film, flexible substrate, ink, application tape, or graphic protection that is processed, used, and applied according to 3M Graphics Product and Instruction Bulletins to create a Finished Graphic.

### J. Finished Graphic

3M Graphics Products processed in accordance with applicable 3M Graphic Product and Instruction Bulletins and ready for applying (or are applied) to a suitable substrate or mounting (or are mounted) in a suitable structure.

### K. Graphic Types

#### Interior Signs

Stationary graphics located indoors and not exposed to the elements. Does not include direct application to walls.

#### Exterior Signs

Stationary graphics located outdoors and exposed to the elements. Does not include direct application to walls.

#### Vehicle

- Buses, vans, passenger vehicles, delivery trucks, pickup trucks, enclosed trailers.
- Straight trucks, semi-tractors, and semi-trailers used for commercial business purposes. Excludes air shields.
- Recreational vehicles used for personal pleasure.

#### Watercraft

Boats having aluminum and/or smooth fiberglass/gel coat bodies.

#### Rail

Rail cars and lead cars of freight and passenger trains, light rail, and subways, but not locomotives or engines.

#### Aircraft

For questions regarding aircraft, please contact your 3M sales representative.

## 3. General Warranty Stipulations

These stipulations apply to both the 3M™ MCS™ Warranty and 3M Performance Guarantee. General provisions for these stipulations are covered in Section “3M™ MCS™ Warranty” and in Section “3M Performance Guarantee”.

### A. Removal Warranty with Heat

#### For the 3M™ MCS™ Warranty:

Within the applicable warranty period, if the 3M film cannot be removed with heat, or if more than 10% of the adhesive residue remains on the substrate, a claim can be filed for extra removal costs.

#### For the 3M Performance Guarantee:

Within the applicable warranty period, if the 3M film cannot be removed with heat, or if more than 10% of the adhesive residue remains on the substrate, a claim can be filed for extra removal costs.

### Removal Warranty Exceptions

The following are not covered by the Removal Warranty:

- Substrate damage due to:
  - removing film that was applied on top of a pre-existing graphic.
  - removing film that was applied to painted wallboard or any unapproved substrate.
  - removing film from paint that is not firmly bonded to the substrate.
- Complaints relating to:
  - paint staining which may be visible after removing an inkjet printed graphic with an overlamine. To reduce the risk of this occurring, always remove the graphic by the end of the applicable warranty period.
  - ease or speed of removal of any graphic.
  - removal from paint that is improperly cured.
  - removal from aged paint or metals, surface oxidation or chalking; user must test, approve and accept liability for such applications.
  - removal from non-vertical outdoor applications (except having a non-vertical warranty).

### B. Abrasion and Loss of Gloss

Abrasion damage and loss of gloss are not covered by any 3M warranty. This is considered normal wear and tear.

### C. Application Outside the U.S.

Contact the 3M organization for that country.

### D. Application to Glass

3M accepts no liability for glass breakage when using graphic film for window graphics. See [3M Instruction Bulletin 5.1](#) for additional details.

### CAUTION

Glass surfaces exposed to sunlight will absorb heat. A glass surface covered by a film with high opacity or dark-colored ink, including films with small areas of high opacity or dark-colored ink, will absorb more heat. Heat absorption can create thermal stress that results in glass breakage, or thermal cracking. This can cause personal injury or property damage. 3M does not recommend or warrant using a film with high opacity or dark-colored ink on glass surfaces with significant exposure to sunlight.

### E. Application to Walls

Direct application of 3M Graphics Products to walls is not warranted. Removal from walls using 3M Graphics Products is not warranted. There may be damage to walls during removal.

### F. Application to Rivets

If rivets are closely spaced, 3M Graphics Products will bridge between rivets. Tented or bridged Finished Graphics may fail prematurely, which is not warranted. There are a variety of rivets, please reference 3M Rivet Finishing bulletin for details on application of rivets.

### G. Sheeted Film

3M does not warrant inkjet printing on sheeted film because material handling can contaminate the film's surface and affect print quality.

## H. Watercraft Warranty

This applies to Watercraft only and specifically does not include any other type of Vehicle. See [3M Instruction Bulletin 5.42](#) for additional details, which includes the following requirements.

- A *Pre-Installation and Inspection Report* (in 3M Instruction Bulletin 5.42) must be completed *prior to graphic installation* and submitted with any claim.
- A separate report for each watercraft involved in a claim.
- Graphics must be applied above the static water line.
- Graphics must be cut at seams and all edges. All seams and edges must be sealed.

## I. Graphics Made Using Paint Protection Films

- Never laminate paint protection films to a vehicle wrap prior to installing the wrap on a vehicle.
- A vehicle wrap installed in conjunction with paint protection film will be eligible for any applicable 3M warranty only if:
  - the third layer of film is paint protection film and
  - the paint protection film is not applied over an existing overlap, which could create more than three layers of film.
- Paint protection films cannot be removed from a vehicle wrap without risk of damaging the image on the wrap or pulling up the wrap.

## 4. 3M™ MCS™ Warranty

### A. Warranty Period for Finished Graphics

The warranty period is the period of time during which 3M warrants that, when all 3M Graphics Products are used in graphic construction, the graphic construction will perform as stated in the 3M Graphics Product's current 3M Graphics Product Bulletin when the 3M Graphics Products are processed, used, and applied according to 3M's Graphics Product and Instruction Bulletins.

- For digitally- and non-digitally-printed 3M Graphics Products, warranty period matrices are found online at [3M.com/graphicswarranties](http://3M.com/graphicswarranties).

### B. Defect Coverage for 3M Graphics Products

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determinations of whether such defects affect the usefulness of the Finished Graphic being determined by customary industry standards.

- **Physical Defects**  
Defects incurred during 3M manufacturing processes, packaging, or shipment.
- **Manufacturing Defects**  
Visual and adhesive defects that prevent using the 3M Graphics Product as described in the applicable 3M Graphics Product Bulletin, including adhesion to the recommended substrates.
- **Printing and Ink Defects**  
Artifacts or misprints over which the graphics manufacturer has no control when printing on 3M Graphic Film or 3M Flexible Substrate with the recommended 3M Inks and related imaging equipment.
- **Cutting Defects**  
Clean cutting and weeding characteristics when cut as recommended in the applicable 3M Graphics Product Bulletin.
- **Finished Graphic Appearance Defects**  
Defects in the graphics, such as excessive fading, discoloration, cracking, crazing, peeling, blistering, excessive dimensional change, loss of adhesion, loss of reflectivity, or those attributed to 3M ink, which made the Finish Graphic visually unsuitable for its intended purpose when viewed with the intended lighting angle and distance for such a graphic, and determined by customary industry standards, taking into account normal wear and tear.

## C. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3M.com/graphics/TechInfo](http://3M.com/graphics/TechInfo).

The 3M™ MCS™ Warranty has the following limitations, which relate to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed.

- **Defined End Uses Limitation**

This warranty applies only to 3M Graphics Products that are used by knowledgeable and skilled graphics manufacturers and installers for the end uses and in the combinations described in the applicable 3M Graphics Product and Instruction Bulletins. For any other use, the user is responsible for determining the suitability of the 3M Graphics Product and for any and all risk or liability associated with that use or application.

- **Product Misuse Limitation**

This warranty does not cover graphic products or Finished Graphics that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.

- **Adhesion to Application Surfaces Limitation**

This warranty does not cover the graphic or damage to the substrate because the layers of the substrate (such as a clear coat and paint on a metal substrate) separate due to a lower bond between those layers than the bond between the graphic and the top layer of the substrate.

- **Weathering Effects Limitation**

Some degradation of 3M Graphics Products and Finished Graphics over time is considered normal wear. 3M warrants that, at the end of the applicable warranty period, the Finished Graphics will be in commercially-acceptable service condition from normal viewing distances and the 3M Graphics Products will retain their stated properties.

- **Printer, Printhead Limitation**

3M does not warrant the performance of printheads when using approved inks. Contact the printer manufacturer for evaluation of any problem.

- **Improper Substrate Preparation Limitation**

3M does not warrant failures that result from an improperly cleaned and prepared substrate.

- **Paint Staining Limitation**

3M does not warrant vehicle paint staining that may be visible after removing a Finished Graphic with an overlamine.

- **Glass Breakage Limitation**

3M does not warrant glass breakage.

- **Product Failure Caused by Acid Rain/Acid Dew**

Product failures caused by acid rain, or acid dew, are not covered under the 3M™ MCS™ Warranty. Acid rain and acid dew are most common in high-pollution areas (such as southern California).

- **Product Failure Caused by Mold/Mildew Growth**

3M does not warrant product failure caused by mold/mildew growth. Mold and mildew growth are most common in high-humidity, high-temperature environments (such as southern Florida).

## D. Special Defect Coverage and Warranty Limitations for 3M Flexible Substrates

The following Defect Coverages and Warranty Limitations apply to 3M Flexible Substrates and are in addition to other Defect Coverages and Warranty Limitations described in this document.

- **Seam or Splice Failure**

3M warrants that awning or sign face seams or splices made by 3M or its approved fabricators will not separate, the facing will not delaminate, applied 3M graphics will not have excessive cracking or peeling, and the Finished Graphic will not excessively stretch, wrinkle, or sag for the applicable warranty period when using a reliable, professional hardware system that is specifically designed for mounting flexible sign materials that meets local, state, and national codes, is properly designed, and the awning or sign is installed by a professional sign installer.

- **Blowout**

3M warrants that an internally-illuminated sign face that is 625 square feet (56.25 square meters) or smaller will not be damaged by winds up to the velocities that the sign cabinet is designed to withstand. Blowout is defined as the failure of a seam or splice, tearing of the 3M Graphics Product, or separation of a sign face from its cabinet due to wind pressure that does not affect the display cabinet or structure when 3M recommended installation procedures are followed.

- **Wicking**

3M Flexible Substrates will resist wicking, which is the absorption of dirt and contaminants by the internal reinforcing fabric.

## Physical Characteristics

### Remedies and Limitations of Liability for 3M Flexible Substrates

3M does not warrant the following items in connection with 3M Flexible Substrates.

- Damage due to superior force, such as abnormally high winds or objects being blown against the sign face
- Damage to an awning or sign face due to improper frame or sign cabinet construction, installation, or tensioning
- The reapplication of new graphics to an existing awning or sign face
- Cleaning with a pressure washer
- Wicking when the 3M Graphics Product is not discolored
- Vandalism
- Graphic failure due to inadequate substrate cleaning immediately prior to film application
- Graphic failure due to insufficient film overlaps
- Graphic failure due to not resqueegeeing all edges and overlaps of the film at least 16 hours after film application

### E. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms with a submitted sample of the defect, and results in an approved warranty claim, the sole and exclusive remedy (unless supplemental by one or more of the Special Reimbursement Remedies for Specific Approval Warranty Claims set forth below) is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid. 3M requires that samples of the failure be submitted when a claim is made and before a remedy is offered.

### No Extension of Warranty

In the case of an approved warranty claim, the replacement graphic or 3M Graphics Products carry only the remaining term of the original graphic or 3M Graphics Product's warranty period as stated in the applicable warranty period matrices.

### Special Reimbursement Remedies for Specific Approved Warranty Claims

- **Paint Refurbishing Remedy for Vehicles for Commercial Business Purposes and Recreational Vehicles** - *Does not include personal vehicle claims*

If (a) graphics are made using exclusively 3M-recommended removable with heat or ultra removable graphic films, products, and procedures, (b) there is proof that the 3M Pre-Installation Inspection and Record (available in [3M Instruction Bulletin 5.36](#)) was completed, including photographs of the vehicle, before the graphics were installed, and (c) painted surfaces on the exterior of the vehicle are damaged during removal of the film, then 3M will pay a portion of the reasonable costs of refurbishing such painted surfaces (not including damage caused by tools or chemicals) for approved warranty claims. 3M's coverage will not exceed two times (2X) the cost of the 3M Graphics Products applied to the subject vehicle and, for claims submitted by graphics manufacturers, will be limited to an annual disbursement of no more than 2% of the submitting graphics manufacturer's total 3M Graphics Products purchased during the calendar year for the production of commercial and recreational vehicle graphics. This limitation applies to each graphic manufacturer's total purchases for all locations. The amount of total purchases does not accumulate and cannot be carried over to future years.

- **Labor Reimbursement Remedy Limitations**

The following limitations apply to the reimbursement remedies described above.

- Labor reimbursement for graphics is covered only under the 3M™ MCS™ Warranty as defined for the specific product or product combination.
- No compensation is provided for machine burden, overhead, travel, supervision, lost profits, or other consequential damages.
- No compensation is provided for damage to the following substrates resulting from graphic removal, even when using removable or ultra removable graphic film:
  - Any interior painted architectural surface (for example, walls).
  - Any surface that has a pre-existing unstable or unsound paint or surface finish.
  - Any surface that has damage, improperly repaired damage, or damage that occurs while the graphic is in use, such as holes in walls or body damage on vehicles.

## 5. 3M Performance Guarantee

### A. Warranty Period

The warranty period for the 3M Performance Guarantee is a specified period of time during which 3M warrants that the 3M Graphics Products used in a graphic, but not the OEM ink and therefore not the Finished Graphic, will perform as stated in the 3M Graphics Products's current 3M Graphics Product Bulletin when the 3M Graphics Product is processed, used, and applied according to 3M Graphics Product and Instruction Bulletins.

- For Digitally printed 3M Graphics Products, warranty period matrices are found online at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties).

### B. Defect Coverage for 3M Graphic Products

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determinations of whether such defects impair the usefulness of the graphic being determined by customary industry standards.

- **Physical Defects**  
Defects incurred during 3M manufacturing processes, packaging, or shipment.
- **Manufacturing Defects**  
Visual and adhesive defects that prevent using the 3M Graphics Product as described in its 3M Graphics Product Bulletin, including adhesion to the recommended substrates and removal when using removable or ultra removable film.
- **Printing Defects**  
Artifacts or misprints that occur due to a defect in the 3M Graphics Product when printing on 3M Graphic Films specified in the 3M Performance Guarantee Matrix and using the 3M-qualified printers and OEM inks.
- **Cutting Defects**  
Clean cutting and weeding characteristics when cut as recommended in the [3M Instruction Bulletin 4.1](#).
- **Graphic Appearance Defects**  
Defects such as excessive dimensional change or loss of adhesion or reflectivity of 3M Graphic Films that make 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, taking into account normal wear and tear.

### C. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3M.com/graphics/TechInfo](https://www.3m.com/graphics/TechInfo).

The 3M Performance Guarantee has the following limitations, which relate to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed.

- **Defined End Use Limitation**  
This warranty applies only to 3M Graphics Products that are used by knowledgeable and skilled graphics manufacturers and installers, for the end uses and in the combinations described in the application 3M Graphics Product and Instruction Bulletins. For any other use, the user is responsible for determining the suitability of the 3M Graphics Product and for any and all risk or liability associated with that use or application.
- **Product Misuse Limitation**  
This warranty does not cover graphic products that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.
- **Ink Performance Limitation**  
3M does not warrant the 3M Graphics Product if failure is due to performance or appearance issues related to the OEM inks used, such as image fading, cracking, peeling, or any other issues associated with the printing ink.
- **Improper Substrate Preparation Limitation**  
3M does not warrant failures that result from an improperly cleaned and prepared substrate.
- **Paint Staining Limitation**  
3M does not warrant vehicle paint staining that may be visible after removing an inkjet printed graphic with an overlamine.
- **Glass Breakage Limitation**  
3M does not warrant glass breakage.
- **Product Failure Caused by Acid Rain/Acid Dew**  
Product failures caused by acid rain, or acid dew, are not covered under the 3M™ MCS™ Warranty.
- **Product Failure Caused by Mold/Mildew Growth**  
3M does not warrant product failures caused by mold or mildew growth.



## D. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms, and results in an approved warranty claim, the sole and exclusive remedy is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid. 3M requires that samples of the failure be submitted when a claim is made and before a remedy is offered.

## 6. 3M Basic Product Warranty

3M warrants to the Distributor, Graphics Manufacturer, and the End User for whom a graphic was produced that each 3M Graphics Product will be free of the defects listed below and manufactured to the specifications described in the applicable 3M Graphics Product Bulletin in effect at the time of purchase. Additional warranties, if any, offered by the Distributor or Graphics Manufacturer are separate and exclusive of the 3M Warranty.

### A. Defect Coverage

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determination of whether such defects impair the usefulness of the graphic being determined by customary industry standards.

- **Physical Defects**  
Defects incurred during 3M manufacturing processes, packaging, or shipment.
- **Manufacturing Defects**  
Visual and adhesive defects due to 3M manufacturing processes.
- **Graphic Appearance Defects**  
Defects such as excessive dimensional change or loss of adhesion or reflectivity that make 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, taking into account normal wear and tear.

### B. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product(s) being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3M.com/graphics/TechInfo](https://www.3m.com/graphics/TechInfo).

The Basic Product Warranty has the following limitations, which relate to factors over which 3M has no control, including the wide variety of ink, printing, and manufacturing processes that may be employed.

- **Fitness for Use Limitation**  
3M may recommend but does not warrant fitness for any particular use or any particular compatible products.
- **Product Misuse Limitation**  
This warranty does not cover graphic products that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.
- **Printing and Visual Appearance Limitation**  
No warranty is given for satisfactory printing, including but not limited to type or manufacturer of ink, color fidelity, or density.
- **Adhesion, Ultra Removable, and Removability Limitation**  
No warranty is given for initial or long term adhesion or the ease or efficiency of removing a film identified as ultra removable or removable.
- **Damage to the Substrate**  
No warranty is given for damage to the substrate due to the effect of the adhesive, ink bleed through, fading or removal.

### C. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms, and results in an approved warranty claim, the sole and exclusive remedy is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid. 3M requires that samples of the failure be submitted when a claim is made and before a remedy is offered.

## 7. Claims Procedure

### End Users

Contact your graphics manufacturer who may submit a claim on your behalf.

### Distributors and Graphics Manufacturers

3M Contract Holders looking for pricing and other information should log into their account here: [LINK NEEDED](#)

If you purchase direct from 3M, the required method for initiating a claim is to use the on-line product quality complaint form. Go to [3M.com/graphics](https://www.3m.com/graphics) and click on "My Account" (this site requires registration) to access this form. Any questions about access to the site can be directed to Quality Direct (QD) at 1-800-511-3705. To be eligible for adjustment, 3M must receive notice within sixty (60) days after the reason for the claim was discovered.

**Note:** In order for a claim to be properly processed, a sample should be sent directly to Quality Direct.

## 8. Additional Resources

These information sources are available on our website at [3M.com/graphics](https://www.3m.com/graphics).

- 3M Graphics Product and Instruction Bulletins can be found at [3M.com/graphics/TechInfo](https://www.3m.com/graphics/TechInfo)
- 3M Graphics Warranty Period Selector can be found at [3M.com/graphicswarranties](https://www.3m.com/graphicswarranties)

### Commercial Solutions Division

3M Center, Building 220-12E-04  
St. Paul, MN 55144

1-800-328-3908  
[3M.com/Graphics](https://www.3m.com/Graphics)

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Revision H, November 2019.  
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