

## ICS Platinum Warranty



# ICS PLATINUM WARRANTY

The right choice for quality and confidence

For larger projects, it is important to protect against unforeseen risks - not only at the point of installation but also throughout a material's working life. The quality of Avery Dennison products means that we are able to offer a comprehensive and customized warranty, protecting end users against unexpected costs and problems at all stages.

Our Integrated Component System (ICS) Platinum Warranty is available only through Avery Dennison Specialist Converters and Installers, and it provides a customized warranty to fit specific application needs.

For the end user, this means confidence in perfect project execution, and the elimination of potential project risks. For Specialist Converters and Installers, being able to offer ICS Platinum Warranty is a major selling point.

### KEY FEATURES

- > **Customized for you** - assured product solutions tailored to specific project needs
- > **Wide coverage** - peace of mind cover that includes the cost of materials, labour, remanufacturing and replacement
- > **Technical support** - available within 24-hours at any location
- > Available for **indoor**, **outdoor** and **vehicle graphics**

### KEY BENEFITS

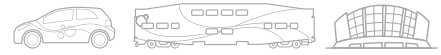
- > **Elimination of risks** - for any size of project, giving ultimate confidence and predictability
- > **Assured quality** - installation is by Avery Dennison trained and audited Specialist Converters and Installers
- > **A trusted partner** - you are supported and backed by Avery Dennison, so business needs are met
- > **Greater Value** - than equivalent options, at no additional cost

### AVERY DENNISON SPECIALIST CONVERTER AND INSTALLER NETWORK

The global network of Avery Dennison Specialist Converters and Installers is highly trained and fully audited. This network offers the experience and commitment needed to offer best-in-class industry practices.

Find out more at [graphics.averydennison.eu](https://graphics.averydennison.eu).





## ICS WARRANTIES AT A GLANCE

	Standard Sales Terms and Conditions	ICS Performance Guarantee	ICS Platinum Warranty
Eligibility	All Avery Dennison customers	All Avery Dennison customers	<b>Exclusive</b> for Avery Dennison Specialist Converters and Installers
Scope	Standard product warranty	Standard product warranty with extended assurance on performance/compatibility for a wide range of qualified printer platforms and inks	Specially prepared and customized warranty for larger projects.  Includes all Standard Sales Terms and Conditions/ ICS Performance Guarantee benefits

## What is covered?

		Standard Sales Terms and Conditions	ICS Performance Guarantee	ICS Platinum Warranty
Product	Standard product specifications as per the Product Datasheet	✓	✓	✓
	Pre-specified product and OEM ink combinations		✓	✓
	Custom project-specific conditions and requirements			✓
Finished graphic appearance	When product is converted as recommended		✓	✓
Warranted durability	As defined in the applicable ICS Performance Guarantee Bulletin		✓	✓
	Based on end user requirements			✓
Physical product defects upon receipt	Standard shipment terms and conditions	✓	✓	✓
	Visual defects	✓	✓	✓
Manufacturing and workmanship defects	Deviation from specified dimensional stability	✓	✓	✓
	Adhesive defects	✓	✓	✓
	Film cracking, crazing, blistering	✓	✓	✓
	Film lifting or peeling	✓	✓	✓
	Reduction in gloss level	✓	✓	✓
	Excessive colour fading	✓	✓	✓
	Adhesion failure on recommended substrates		✓	✓
Image quality with recommended inks	Image defects after printing		✓	✓
	Excessive image fading		✓	✓
Cutting defects	Clean cutting		✓	✓
	Excessive bleeding		✓	✓
	Die cutting and weeding		✓	✓
Removal Exclusive remedies	Films that cannot be removed as specified		✓	✓
	Product replacement	✓	✓	✓
	Labour cost for removal of the defective graphic			✓
	Cost of remanufacturing			✓
	Cost of re-application of the replacement product			✓
	Other reasonable documented customer cost*			✓

\* The 'reasonable documented customer cost' will be determined by Avery Dennison on a case-by-case basis taking into account the amount of labour and other resources reasonably needed to make necessary repairs.

© 2014 Avery Dennison Corporation. Avery Dennison brands, product names and codes are trademarks of the Avery Dennison Corporation. All other brands and product names are trademarks of their respective owners. WARRANTY - All Avery Dennison statements, technical information and recommendations are based on tests believed to be reliable but do not constitute a guarantee or warranty. All Avery Dennison products are sold with the understanding that purchaser has independently determined the suitability of such products for its purposes. Avery Dennison products are warranted to be free of defects in material or workmanship for a period of one year from the date of shipment. Should a defect be communicated to Avery Dennison within that time frame, Avery Dennison will evaluate and determine the existence of the defect and further decide, at its sole discretion, to either replace the defective product without charge or compensate it with a credit note in such amount as Avery Dennison deems reasonable. Avery Dennison shall have no responsibility beyond the replacement value of the defective product nor shall in any way be liable or responsible for consequential or incidental damages. ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, OR WHETHER OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR OTHERWISE, SHALL BE EXCLUDED. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN EXECUTIVE OFFICER OF AVERY DENNISON. 2014-12\_16030EN