



# ICS Warranty Program

The right choice for quality and confidence

## GENERAL PRODUCT WARRANTY

Our dedication to the quality performance of our products is our highest priority and this commitment ensures that every product we produce is designed, engineered, manufactured and tested with one goal in mind – your complete satisfaction. That's why all Avery Dennison products are covered by our general product warranty.

## ICS WARRANTY PROGRAM

Going one step further, the Avery Dennison ICS Warranty Program is our pledge to manufacture our products to a premium standard. Split into two robust levels; ICS Performance Guarantee and ICS Platinum Warranty, you can be certain that we provide the right cover whatever your project might be.

### ICS PERFORMANCE GUARANTEE

The ICS Performance Guarantee combines our films with qualified components to form a system which is guaranteed to be compatible and provide outstanding performance.

Granted to all customers working according to the relevant Avery Dennison Technical Bulletins, the ICS Performance Guarantee offers a range of choice and flexibility.

You choose the application, production method, qualified printer, ink and application tape, coupled with our films – and we provide the warranty.

### ICS PLATINUM WARRANTY

The ICS Platinum Warranty provides ultimate peace of mind and security when dealing with comprehensive projects.

This open warranty combines a certification process of specialist graphics manufacturers and installers to provide the highest level of quality and performance in finished graphics application.

Customised to individual projects the ICS Platinum Warranty is available by special request and is tailored to your specific needs, eliminating risk to the end user.

No matter what your application, Avery Dennison gives you the confidence of knowing that our range of high performance products are backed by a warranty that you can trust.



## 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 guarantee	Standard product guarantee with extended assurance on performance/ compatibility for a wide range of qualified printer platforms and inks	Specially prepared and customised 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 reparations.

ICS Platinum warranty shall be provided upon the sole discretion of Avery Dennison and is subject to the ICS Platinum warranty terms and conditions available upon request. Nothing in this document contains a commitment, guarantee or warranty and all Avery Dennison products are being sold with the understanding that purchaser has independently determined the suitability of such product for its purposes.

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