



Thank you for choosing The Vision Group for your graphic project. We take pride in our workmanship and only use the very best media products to achieve your design. These products have an excellent reputation and we have worked with many different mediums over the years to select the products we feel are the best.

Our Product Warranty

We use a combination of products for our vehicle installations:

- 3M Print Media with corresponding 3M Laminate
- Arlon Wrap Media with corresponding Arlon Wrap Laminate
- Autovue Clearview with corresponding Optical Clear Laminate
- Avery or Arlon computer cut vinyl

A majority of these products are covered by a 3 year manufacturer's warranty on vertical surfaces. Horizontal surfaces are covered by a 12 month warranty period due to UV exposure as outlined below. If there appears to be any flaws in the media that is unusual, our supplier will cover the cost of replacing the product within this period. This includes premature fading or colour changes.

Our Workmanship Guarantee

We guarantee our installations for 12 months. We will address any installation issues such as edge lifting or air bubbles for a period of 12 months following your installation. This does not cover any incidental damage caused by pressure washing, mechanical washes, scratches, negligence or any other physical or chemical means.

If your design includes Clearview (or One-Way-Vision) please be aware that this product may limit the driver's vision in rainy conditions. Due to the relatively delicate nature of this product, we offer a 90 day guarantee against adhesive failure or edge lifting. Clearview is not included in the 12 month guarantee. Also please note that Clearview media will take up to 3 weeks for the glue to dry completely. Streaking in the media will be normal during this drying period.

If your vehicle is required at our premises for installation, every effort will be made to ensure it is safe. If the vehicle is kept over-night, we will ensure that it is locked in our workshop. Please be sure to remove all valuable and personal items from your vehicle. We will not be held responsible for any missing items. Auto Vision will not be held responsible to theft, vandalism or other unforeseen acts that may cause direct or indirect damage to your vehicle. Please ensure that your insurance policy will cover such instances.

If a section of your wrap needs to be replaced at any time within the guaranteed period, or outside of the guarantee (at the customers cost), we will do everything we can to ensure that the replaced sections match the original design. However, some fading is expected over time. This slight fading is hardly noticeable and is considered acceptable. Also, changes in printer and ink specifications could limit our ability to colour match the panels exactly.

If your vehicle has had any after-market body repair (including dent removal, panel beating, re-spraying) please note that this will void all warranties and guarantees. During the installation process, vinyl is often placed, removed and replaced more than once. It is possible for the adhesive backing to pull off the repaired paint or body work. Please be aware that The Vision Group will take no responsibility for damage that may occur during the installation process with after-market body repair and/or painting.



UV Effects

The sun and its UV effects will have the greatest impact on the integrity of your graphics over time. We laminate all prints including Clearview prints, which guards against fading. However, nothing will be completely safe from long term effects of the sun. If your vehicle is outside for most of the day or parked in direct sunlight, take care to ensure the same side or area if the graphics isn't exposed significantly more than any other area. Graphics installed on flat panels such as a bonnet or roof will be exposed to more direct sunlight, which will in turn increase fading in these areas. Minor fading and loss of gloss is not covered by manufacturer's warranty, as this is considered normal wear and tear. We do recommend parking your car in the shade or indoors whenever possible.

Graphic Care & Cleaning

Regular cleaning of your graphics is very important as dirt and grime can destroy graphics over time. We recommend using mild detergent to wash your vehicle following installation. Do not use any harsh chemicals or abrasives as they will destroy the media. Do not allow gasoline to drip on the graphics, this will also destroy the media. Even the smallest drop of gasoline should be wiped away as soon as possible with a wet towel. All other contaminants should also be removed as soon as possible. Mechanical washes of any type are not advised and will void your guarantee. If using a pressure hose to wash your vehicle, please ensure that it is held at a 90 degree angle and at least 1 metre distance from the vehicle panel. This particularly applies to high visibility striping and identification decals. The pressure from the hose will destroy the media and rip off cut vinyl lettering.

All claims must be made within the 12 month in-house warranty period and are subject to approval by The Vision Group authorised representative. Please ensure that your invoice is retained in order to claim warranty within the first 12 months. If you do not have a copy of the invoice, the warranty claim will not be approved. This warranty is the sole warranty made by The Vision Group in regards to our graphic products. The Vision Group makes no other warranties, expressed or implied.

Effective date: July, 2019. Supersedes all previous warranty statements.