

GRAFITYP SELFADHESIVE PRODUCTS GRAFITACK TR101 WARRANTY CERTIFICATE

1. Product warranty

This “Grafitack TR101 Warranty Certificate” is issued by Grafityp Selfadhesive Products nv (hereafter called “Grafityp”), and is only valid in conjunction with the following documents :

- ◆ General Terms and Conditions of Sale and Delivery
- ◆ The technical data sheet of the material in question
- ◆ Processing information, issued by Grafityp and valid on the date of this document

The Grafitack TR101 Warranty Certificate covers the outdoor durability and/or indoor durability of Grafitack TR101 self adhesive etched glass film.

All information, mentioned in this Grafitack TR101 Warranty Certificate and in the technical product data sheet of the Grafitack TR101 etched glass film, is based upon tests that were executed by Grafityp and that Grafityp consider to be reliable. The measured values are merely given as information, and do not constitute a guarantee or warranty as such. Eventually it is up to the end user of the Grafityp products to determine the suitability of the Grafityp products for his specific application.

Grafitack TR101 etched glass films have been developed on the basis of more than half a century of market experience and expertise in pressure sensitive adhesive technology. Grafitack TR101 etched glass films are manufactured and controlled in accordance with a quality management system that has been evaluated and approved by the ISO 9001:2000 certification standard.

Grafityp warrants that the Grafitack TR101 etched glass films are free from defects in manufacturing and workmanship upon shipment. If used in accordance with Grafityp’s written instructions, the Grafitack TR101 etched glass films will under normal Central-European conditions provide outdoor durability and/or indoor durability for the warranty period stated in the applicable technical data sheet.

Outdoor durability means that the Grafitack TR101 etched glass films, applied to recommended surfaces, will not deteriorate to a higher extent than described in their respective technical data sheet, which means that the films will not discolour, crack, craze, blister, shrink, go matt or lose their adhesive strength to such an extent that the finished product is no longer effective for its advertising purpose.

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The outdoor durability is based on normal Central-European outdoor exposure conditions and vertical application to recommended surfaces. If the Graftack TR101 etched glass films are applied in areas with higher temperatures and/or humidity, or if they are used for non-vertical applications, the outdoor durability will be reduced and the warranty period will be decreased accordingly (please refer to chapter 3 for more details).

2. Warranty limitations

This warranty only applies in case the following remarks are taken into consideration :

- ◆ The warranty will be void if any combination with non-Grafityp self-adhesive products is used.
- ◆ Graftack TR101 etched glass films must be properly stored and applied before the end of their shelf life, as stated in the respective technical data sheet. In case of a complaint, it is the end user's responsibility to prove that the Graftack TR101 etched glass films have been applied before the end of their shelf life by providing the products' batch numbers and date of application.
- ◆ Graftack TR101 etched glass films must be used for the applications that they are meant for, as stated in the respective technical data sheet. In case the end user wishes to use the Graftack TR101 etched glass films for any other use, it is his sole responsibility to determine the suitability of the product. Grafityp cannot be held responsible for the risks and consequences connected with any unintended use. Grafityp cannot be held responsible for any claims, losses, damages or expenses resulting from such unintended use of the product. Graftack products are of a professional nature and require knowledgeable and skilled craft persons to determine the suitability of the materials and to assemble and install them.
- ◆ Grafityp shall not be held responsible for any damage to substrates resulting from the use or removal of Graftack TR101 etched glass films, nor shall Grafityp be held responsible for any consequential damage.
- ◆ Grafityp shall not be held responsible for Graftack TR101 etched glass films that have been altered, modified, damaged, misused, abused, subject to accidents, neglected or improperly processed. The products are not warranted against premature failure caused by chemical, environmental or mechanical means, such as, but not limited to, vandalism, cleaning solutions, paints, solvents, moisture, temperature, mechanical washing equipment, engine fuel spills, engine exhaust steam, organic solvents or other spilled chemicals. Damage from fire, structural failure, lightning and other forces of nature are not covered by this warranty.

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- ◆ Grafityp shall not be held responsible for failures due to improper working conditions when processing the films. Product failure caused by processing errors, leading to an inferior quality, are not warranted.
- ◆ Grafityp shall not be held responsible for glass breakage as a result of the application of Grafitack TR101 etched glass films. Self adhesive products may have an influence on the glass' ability to cool down, which could result in a higher stress factor and eventually lead to glass breakage.

3. Warranty period

As stated in Chapter 1 (Product Warranty), the outdoor durability is based on normal Central-European outdoor exposure conditions. If applied in areas with higher temperatures and/or humidity, the outdoor durability of Grafitack TR101 etched glass films will be reduced and the warranty period will be decreased as follows :

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| North-, West-, Central and Eastern Europe North America (except for Arizona, California, Florida, Nevada, New Mexico, Texas, Utah and Mexico) | Total warranty period as stated in the technical data sheet of the respective Grafitack TR101 etched glass film |
| South-Europe Central and South America Asia Pacific (except for Australia and New-Zealand) | Multiply the warranty period stated in the technical data sheet of the respective Grafitack TR101 etched glass film by 0.7 |
| Middle-East Africa Australia and New-Zealand Arizona, California, Florida, Nevada, New Mexico, Texas, Utah and Mexico | Multiply the warranty period stated in the technical data sheet of the respective Grafitack TR101 etched glass film by 0.5 |

At the same time the outdoor durability is based on vertical applications. If the Grafitack TR101 etched glass films are used for non-vertical applications, the outdoor durability, as mentioned in the technical data sheets of the respective Grafitack TR101 etched glass films are multiplied by 0.5.

This durability factor needs to cumulated with the regional durability factor.

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4. Notification

This Graftack TR101 warranty shall only be valid if :

- ◆ Graftyp is informed in writing, giving full details, within 30 days of the reported complaint and if the necessary delivery note and batch numbers of the materials concerned are made available. Samples of the materials should also be provided wherever possible.
- ◆ Graftyp reserves the right to visually inspect the subject of the complaint.

Graftyp shall thoroughly investigate the information obtained and will make a decision about the complaint as soon as possible.

5. Reimbursement

In case of a defect with the Graftack TR101 etched glass films, Graftyp shall, at its own discretion, either replace the defective product or refund the purchase price of the amount invoiced for the Graftack TR101 etched glass films in question. In either case, the compensation made will be pro rata to the remaining warranty period of the Graftack TR101 etched glass films.

Graftyp shall not be held responsible for any incidental or consequential damage, including, but not limited to, loss of profit or income, labour cost, costs or expenses for reproducing graphics, loss of production time, costs for removing defective graphics, etc...

Houthalen, 1st October 2020