

Thank you for choosing The Vision Group WA for your signwriting project. We take pride in our workmanship and only use the very best sign 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.

Product Warranty

We use a combination of products for our signwriting products:

- Avery Polymeric Print Media with corresponding Avery Laminate
- Avery or Arlon computer cut vinyl
- Aluminium Composite Material (ACM) Rigid Panels

Majority of these products are covered by a 3 year manufacturer's warranty. Gloss ACM coloured panels have a 5+ year resistance to fading while Matte ACM coloured panels have a 10+ year resistance to fading. 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. Excessive or significant exposure to UV (sun) will limit this warranty as this exposure can cause significant fading and damage to graphics, particularly on horizontal surfaces.

Workmanship Guarantee

We guarantee our installations for 12 months. We will address any installation issues for a period of 12 months from the day of installation. This does not cover any incidental damage caused by negligence or any other physical or chemical means.

If your sign project includes Clearview (or One-Way-Vision) please be aware that 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 any section of your sign 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 exactly.

Graphic Care

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. Minor fading and loss of gloss is not covered by manufacturer's warranty, as this is considered normal wear and tear. Regular cleaning of you graphics is very important as dirt and grime can destroy graphics over time. We recommend using mild detergent to wash your signs when possible. High pressure washing your signs and/or graphics will void your warranty.

All claims must be made within the 12 month in-house warranty period and are subject to approval by The Vision Group WA 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 WA in regards to our graphic products. The Vision Group WA makes no other warranties, expressed or implied.

Effective date: April, 2023. Supersedes all previous warranty statements.