



HEXIS offer their customers two levels of warranty: the "Standard" Warranty and the "Advanced" Warranty.


# FIELD OF APPLICATION:

HEXIS Warranties apply to the products sold by HEXIS, excluding accessories and displays.

WHAT IS COVERED		"Standard" Warranty	"HX45000 Specific Standard" Warranty	"Advanced" Warranty
DEFECTS	Absence of visual manufacturing defects in the film or adhesive, including absence of faulty workmanship.	✓	✓	✓
DELIVERY	Absence of despatch defects.	✓	✓	✓
BEHAVIOUR AND APPEARANCE BEING ACCEPTABLE DURING THE WARRANTY PERIOD	› Cracking,		✓	✓
	› Yellowing,		✓	
	› Discolouration,			
	› Blistering,			
	› Loss of gloss,			
	› Shrinkage,			
	› Loss of adhesion,			
	› Loss of reflectivity [applies to reflective products].			
PRINTING DEFECTS	Absence of printing defects [applies to printable products].			✓
CUTTING DEFECTS	Product can be properly cut and weeded.			✓
REMOVABILITY	Removability of removable products with a maximum tolerance of 30 % of adhesive residues.			✓



HOW TO SUBSCRIBE		"Standard" Warranty	"HX45000 Specific Standard" Warranty	"Advanced" Warranty
ENVIRONMENT	Products to be used in a professional context by trained personnel.	✓	✓	✓
	Products to be used as outlined in the Technical Data Sheets.	✓	✓	✓
CONTRACT	<p>A contract signed by HEXIS and their customer asserting at a minimum the following:</p> <ul style="list-style-type: none"> <li>① Name of the product(s) covered by the warranty.</li> <li>② Details on the substrate to which the product will be applied.</li> <li>③ Exposure details: indoors / outdoors / exposure angle.</li> <li>④ Brand of printer and inks used for printable products.</li> </ul>			✓
REGISTRATION	On the website <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> : Registration of the batch number of the applied product. [MANDATORY]		✓	
PROCEDURE	Refer to the following documentation:	✓	✓	✓
	① HEXIS Product Data Sheets.	✓	✓	✓
	② HEXIS Application Guides.	✓	✓	✓
	③ Table of warranty durations applying to Digital printing media [reference document: LAB.DOC.04].			✓
	④ Table of warranty durations applying to Plotter - Wrap vinyls [reference document: LAB.DOC.05].			✓
	⑤ Advanced Warranty Contract signed by both parties. [MANDATORY]			✓

WHAT IS REIMBURSED		"Standard" Warranty	"HX45000 Specific Standard" Warranty	"Advanced" Warranty
DEFECTIVE MATERIAL	Material recognised as being defective by HEXIS following the examination of the claim.	✓	✓	✓
REFUND METHOD	 <p>Refund of up to 300 % of the purchase value if the defect, recognised as such by HEXIS, applies to cracking or yellowing during the first half of the warranty period.</p>		✓	
	Refund in the form of a credit note to be used on a future order or replacement of the material.	✓	✓	✓
REFUND CALCULATION	Up to 100 % of the additional costs deemed reasonable if the defect is proved during the first half of the durability period as specified in the «Advanced Warranty Contract». The costs decline in accordance with the contract duration.			✓
DEFECTS DUE TO DURABILITY	In the case of proven durability failure: reasonable share of ancillary costs [i.e.: removal, replacement of the damaged graphics].			✓
DEFECTS DUE TO REMOVAL	In the case of proven removability failure [removable products only]: reasonable share of the additional removal time costs compared to the removal of a film complying with the specifications.			✓

# FOR MORE INFORMATION ABOUT YOUR WARRANTIES:

Please contact your local export coordinator.

HEXIS FRONTIGNAN  
HEAD OFFICE

Email: [export@hexis.fr](mailto:export@hexis.fr)

Phone: +33 467 186 686

9:00 am - 12:30 pm / 1:30 pm - 5:30 pm [French time]

Monday to Friday

