

Display Print Warranty



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Technical Data Sheet

1) Viewing standards

- a) Color prints and transparencies are balanced using standard viewing sources. Color and density may appear different when viewed with other lighting conditions.
- b) When prints are viewed at extremely close distances small defects may be found. Imperfections that are not visible at the normal viewing distance will not be considered defective. In most cases normal viewing distance is equal to the diagonal of the print.

2) Product Warranty Coverage

Robin uses Mactac laminates for the utmost in protection for your graphics. Inkjet and Digital/Photographic prints produced at Robin Imaging and laminated with Mactac PermaFlex, Permacolor, or Thermacolor applications are warranted for:

- a) Tunneling or edge lifting due to rolling on all flex and trans materials (Graphics printed on standard paper can be damaged by the paper separating.)
- b) Acceptable image appearance for 3 years on photographic materials and 2 years on inkjet. (Photographic transparencies, such as airport graphics, that are illuminated more than 10 hours a day or graphics that are in direct sunlight are warranted for 2 years. Inkjet transparencies used in this environment are not warranted.) As graphics age, they are subject to typical aging phenomena including, but not limited to UV Radiation, pollution, and temperature changes which may result in some loss of gloss, slight fading, and a small amount of yellowing. These changes are primarily associated with exterior use and should be insignificant when used inside out of direct sunlight.
- c) Film cracking, crazing, blistering, or peeling.

3) This Product Warranty is void in the event of any of the following:

- a) Product damage due to misuse, accident, negligence, mishandling, incorrect application method, exposure to chemicals, or improper storing conditions.
- b) Improper "treatment" of graphics, such as aggressive cleaning with strong solvents, folding, or mechanical intrusions.
- c) Graphics applied on inappropriate substrates that appear to be fragile or break with time.
- d) Use of graphics outside, in strong sunlight, or extremely high/low humidity.
- e) For proper bonding, inkjet prints require 24 hours of drying time after printing before lamination. If customer deadlines do not allow 24 hours for it to dry, lamination will be done on a no-warranty basis.
- f) Inkjet prints will become damaged if the edges are exposed to water or other liquids.

4) Customer responsibility in case of problem:

When making a claim Robin must be supplied with:

- a) Purchase date and/or invoice number
- b) Summary of how the graphic has been used and stored
- c) Original materials/files that were used to make the graphic

5) Limit of responsibility

- a) Title to materials transfers to customers upon delivery to customers chosen shipper. Robin assumes no responsibility for any loss or damage by shipping companies.
- b) Robin will redo the graphic as close as possible to the original graphic (some variance may be present due to changes in materials available).
- c) Graphics will only be redone according to original instructions.
- d) Robin does not assume the responsibility for indirect or additional costs such as labor costs or expenses already incurred or labor costs or expenses to be incurred for the replacement of graphics, lost production time, costs of removing defective graphics, or the cost of materials not supplied by Robin.
- e) Robin is not responsible for incidental or consequential damages, failed profit or loss of income or business for the buyer or the buyer's customer, resulting from the use of its products.
- f) It is expressly understood that Robin's settlement of any warranty claim may only be construed as an accommodation, and not as an admission of any liability.