



20/20 COLOR® Digital Ink Application and Equipment Limited Warranty

In our endeavor to provide the wide format graphics industry with high quality, reliable inks, 20/20 COLOR offers two separate limited warranties.

20/20 COLOR Digital Ink Application Limited Warranty

20/20 COLOR warrants 20/20 COLOR Digital Ink to withstand exterior exposure without material deterioration when viewed under normal conditions for period up to two years. Ink must be applied to qualified media following the application guidelines in the 20/20 COLOR Technical Data Sheet. No clear coating or over-lamination is required.

In the event of a breach of the foregoing warranty 20/20 COLOR must be notified within the 12 month period immediately following the printing. 20/20 COLOR will replace or reimburse the customer for the cost of the inks and media subject to the breach. In the event of a breach that 20/20 COLOR is notified of after a period of 12 months but before 24 months, warranty will be limited to replacement or reimbursement for the cost of ink subject to the breach of warranty.

20/20 COLOR's liability under the foregoing is limited to the items specified above. It is the user's responsibility to immediately cease using the defective product. 20/20 COLOR shall not be liable for labor costs associated with graphic production or application, equipment downtime or any other consequential damages related to a claim under the 20/20 COLOR Digital Ink Application Limited Warranty.

20/20 COLOR Digital Equipment Limited Warranty

If a manufacturing or design defect of 20/20 COLOR digital inks are proven to be the direct cause of a printer breakdown resulting in the cancellation of the equipment warranty or denial of service by the manufacturer, 20/20 COLOR will provide reimbursement for costs required to repair damage to the ink delivery system, subject to the following:

20/20 COLOR's liability under this Digital Equipment Limited Warranty is limited to:

- a. The cost of replacement parts directly damaged by 20/20 COLOR digital inks.
 - 20/20 COLOR will not pay for damaged parts that are not OEM or OEM approved.
 - 20/20 COLOR may deduct a prorated amount with respect to any damaged parts that had 50% or less of its useful life remaining.
- b. Technician's labor expenses associated with their installation.
- c. Maximum of \$500.00 of associated costs relating to technician's travel, accommodations and other out of pocket expenses.

20/20 COLOR shall not be liable for labor costs associated with graphic production, graphic application, equipment downtime or any other consequential damages related to a claim under the Digital Equipment Limited Warranty. It is the user's responsibility to immediately cease using defective product. 20/20 COLOR's consideration of the claim will be based on the customer demonstrating that the inks were correctly installed in properly functioning equipment, in accordance with 20/20 COLOR's technical data sheets, and that damage to the printer was a sole result of a manufacturing or design defect of the 20/20 COLOR Series inks. 20/20 COLOR is



not responsible for loss or damage caused by improper care or maintenance of equipment or repairs that would be associated with normal equipment care.

Prerequisite for all Application or Equipment Warranty Claims

To qualify for 20/20 COLOR's Digital Ink Application and Equipment Limited Warranty above, the following procedure must take place:

- Two pre-conversion nozzle check patterns printed.
 - One print left with end-user, one print kept on file with 20/20 COLOR.
- Limited warranty valid for machines using only 20/20 COLOR's ink. Limited warranty is null and void if this ink is mixed with OEM or another 3rd-party ink.
- Two post-conversion nozzle check patterns printed.
 - One print left with end-user, one print kept on file with 20/20 COLOR.

20/20 COLOR may require visual inspection of pre-conversion and post-conversion prints prior to processing a warranty claim. Warranty claim documentation provided by customer must include:

- Date of Conversion and who performed conversion
- End-User Company Name and Address (including city & state)
- End-User Contact Name
- End-User Contact Phone and Email Address
- Printer Make, Model & Serial Number
- Batch numbers for all solvent ink cartridges installed at time of warranty claim
- Invoices showing purchase values of relevant ink
- Additional applicable documentation as outlined below

Additional Procedures For Claims Under Equipment Warranty

Should an equipment problem arise with an end-user of 20/20 COLOR Series Ink, there is a series of steps that must be followed to process a warranty claim:

- If the end-user's printer appears to have a mechanical malfunction, the end-user must contact 20/20 COLOR Technical Support at 877.300.4771. When 20/20 COLOR Technical Support is contacted a technician will determine if the problem is hardware related and will open a warranty claim case. If the ink is later determined by 20/20 COLOR Technical Support to be the cause of the malfunction, the user will be reimbursed for the cost of the repair in accordance with the equipment limited warranty above.
 - All service must be done by an organization authorized for service on that model of printer by the printer manufacturer. [20/20 COLOR Technical Support is not responsible for scheduling service for the user's machine.]
 - The service engineer must be instructed to leave with the customer all parts that are replaced.
 - These parts should be packaged securely in solvent-resistant packaging and sent to:

20/20 COLOR Technical Support
Warranty Claims Department
1585 Fencorp Dr.
Fenton, MO 63026

Included with the parts should be a detailed explanation of the problem, any diagnostic information provided by the service technician, print samples showing the problem pre-repair, contact information for the person most familiar with the situation, and copies of all repair (parts & labor) invoices.

- The warranty claimant will be contacted by a 20/20 COLOR technician upon receipt of the parts and warranty claim documentation. The technician will gather any additional information needed to expedite the warranty claim process, and 20/20 COLOR reserves the right to inspect all parts reported damaged and to perform an onsite inspection prior to payment of any claims.

In no event shall 20/20 COLOR be liable for any damage arising, directly or indirectly, from improper conversion utilized by another party, including but not limited to damages arising from improper and inaccurate conversion procedures.

Additional Procedures For Claims Under Application Warranty

In the event of a claim under 20/20 COLOR's Digital Ink Application Limited Warranty, the end-user is required to provide notification of claim within the five business days immediately after discovery of the claim. Notification must be made to 20/20 COLOR Technical Support at 877.300.4771. Upon notification, a warranty claim report will be provided to the customer outlining the information required for consideration of the claim. 20/20 COLOR requires the following for all claims:

- A sample of the failed graphic must be submitted with the date of production clearly written on the sample.
- List of equipment and media used in production of the graphic(s). This includes make & model of printer, make & model of laminator (if applicable), serial number(s) for all hardware, brand & product number of media and laminate (if applicable) used.
- Batch number from all cartridges of ink used in production of graphic(s).
- Copies of invoices showing purchase values of ink and media used in production of graphic(s).
- Location (city and state) and application (i.e. banner, vehicle graphic, window graphic) of graphic(s).
- Submit all required documentation and samples to:

20/20 COLOR Technical Support
Warranty Claims Department
1585 Fencorp Dr
Fenton, MO 63026

- The warranty claimant will be contacted by a 20/20 COLOR technician upon receipt of the samples and documentation. The technician will gather any additional information needed to expedite the warranty claim process.

In no event shall 20/20 COLOR be liable for any damage arising, directly or indirectly, from improper conversion utilized by another party, including but not limited to damages arising from improper and inaccurate conversion procedures.

THE FOREGOING WARRANTIES BY 20/20 COLOR RELATING TO THE 20/20 COLOR INK SERIES ARE EXCLUSIVE AND ARE MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. 20/20 COLOR EXPRESSLY EXCLUDES THE IMPLIED WARRANTY OF MERCHANTABILITY, THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING OR OF PERFORMANCE, CUSTOM OR USAGE OF TRADE.

EXCEPT AS EXPRESSLY CONTAINED HEREIN, 20/20 COLOR COMPANY SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO THE CUSTOMER OR TO ANYONE ELSE FOR DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO UNSPECIFIED DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUE OR BUSINESS) RESULTING FROM OR IN ANY WAY RELATED TO USE OF THE 20/20 COLOR SERIES INK OR TO THIS WARRANTY.