

Avery Dennison
Graphics Solutions
Product Overview

Asia Pacific - ANZ
May 2021

ICS Warranty Program

The right choice for quality
and confidence



No matter what your application, Avery Dennison gives you the confidence of knowing that our range of high performance products are backed by a warranty that you can trust.

General Product Warranty

Our dedication to the quality performance of our products is our highest priority and this commitment ensures that every product we produce is designed, engineered, manufactured and tested with one goal in mind – your complete satisfaction.

That's why all Avery Dennison products are covered by our general product warranty.

ICS Warranty Program

Going one step further, the Avery Dennison ICS Warranty Program is our pledge to manufacture our products to a premium standard. Split into two robust levels: ICS Performance Guarantee and ICS Platinum Warranty, you can be certain that we provide the right cover whatever your project might be.

ICS Performance Guarantee

The ICS Performance Guarantee combines our films with qualified components to form a system which is guaranteed to be compatible and provide outstanding performance.

Granted to all customers working according to the relevant Avery Dennison Technical Bulletins, the ICS Performance Guarantee offers a range of choice and flexibility.

You choose the application, production method, qualified printer, ink and application tape, coupled with our films – and we provide the warranty.

ICS Platinum Warranty

The ICS Platinum Warranty provides ultimate peace of mind and security when dealing with comprehensive projects.

This specialised warranty combines a certification process of specialist graphics manufacturers and installers to provide the highest level of quality and performance in finished graphics application.

Customised to individual projects, the ICS Platinum Warranty is available by special request utilising our ICS Warranty Portal and is tailored to your specific needs, eliminating risk to the end user.

ICS Warranties at a Glance

	Standard Sales Terms and Conditions*	ICS Performance Guarantee*	ICS Platinum Warranty
Eligibility	All Avery Dennison customers	All Avery Dennison customers	Exclusive for Avery Dennison Certified Partners and Installers
Scope	Standard product guarantee	Standard product guarantee with extended assurance on performance/ compatibility for a wide range of qualified printer platforms and inks	Specially prepared and customised warranty for larger projects. Includes all Standard Sales Terms and Conditions/ ICS Performance Guarantee benefits




What is covered?

		Standard Sales Terms and Conditions*	ICS Performance Guarantee*	ICS Platinum Warranty
Product	Standard product specifications as per the Product Datasheet	✓	✓	✓
	Pre-specified product and OEM ink combinations		✓	✓
	Custom project-specific conditions and requirements			✓
Finished graphic appearance	When product is converted as recommended		✓	✓
Warranted durability	As defined in the applicable ICS Performance Guarantee Bulletin		✓	✓
	Based on end user requirements			✓
Manufacturing and workmanship defects	Standard shipment terms and conditions	✓	✓	✓
	Visual defects	✓	✓	✓
	Deviation from specified dimensional stability	✓	✓	✓
	Adhesive defects	✓	✓	✓
	Film cracking, crazing, blistering	✓	✓	✓
	Film lifting or peeling	✓	✓	✓
	Reduction in gloss level	✓	✓	✓
	Excessive colour fading	✓	✓	✓
	Adhesion failure on recommended substrates		✓	✓
Image quality with recommended inks	Image defects after printing		✓	✓
	Excessive image fading		✓	✓
Cutting defects	Clean cutting		✓	✓
	Excessive bleeding		✓	✓
	Die cutting and weeding		✓	✓
Removal Exclusive remedies	Films that cannot be removed as specified		✓	✓
	Product replacement	✓	✓	✓
	Labour cost for removal of the defective graphic			✓
	Cost of remanufacturing			✓
	Cost of re-application of the replacement product			✓
	Other reasonable documented customer cost*			✓

* The 'reasonable documented customer cost' will be determined by Avery Dennison on a case-by-case basis taking into account the amount of labour and other resources reasonably needed to make necessary repairs. For full details regarding the remedy, please review ICS Platinum Warranty Terms and Conditions 1.0.1

ICS Platinum warranty shall be provided upon the sole discretion of Avery Dennison and is subject to the ICS Platinum warranty terms and conditions available upon request. Nothing in this document contains a commitment, guarantee or warranty and all Avery Dennison products are being sold with the understanding that purchaser has independently determined the suitability of such product for its purposes.

Learn more at graphicsap.averydennison.com

Connect with us on:   



DISCLAIMER – All Avery Dennison statements, technical information and recommendations are based on tests believed to be reliable but do not constitute a guarantee or warranty. All Avery Dennison products are sold with the understanding that purchaser has independently determined the suitability of such products for its purposes. All Avery Dennison's products are sold subject to Avery Dennison's general terms and conditions of sale, see <http://terms.averydennison.com>. © 2021 Avery Dennison Corporation. All rights reserved. Avery Dennison and all other Avery Dennison brands, this publication, its contents and product names and codes are owned by Avery Dennison Corporation. All other brands and product names are trademarks of their respective owners. This publication must not be used, copied or reproduced in whole or in part of purposes other than marketing by Avery Dennison.