



WARRANTY TERMS AND CONDITIONS

1. WARRANTY COVERAGE

This warranty is provided by Hella Wraps and applies exclusively to products and installations purchased from Hella Wraps in Australia. It is valid only for the original purchaser and does not transfer to a new owner if the vehicle is sold.

2. WARRANTY PERIODS

1. Film Warranty

- Vertical Surfaces: 4 years (48 months) from date of invoice.
- Horizontal (Non-Vertical) Surfaces: 1 year (12 months) from date of invoice.
- > Note: Some areas of the vehicle may overlap these categories (vertical vs. horizontal). Hella Wraps will assess this on a case-by-case basis.

2. Installation Warranty

- 12 months from the date of installation.
- Covers defects from poor workmanship by Hella Wraps.
- Does not cover improper maintenance, misuse, or other factors outside our control.

3. WHAT THIS WARRANTY COVERS

- Manufacturing & Material Defects: Physical damage, adhesion failures, or any issues outlined in the manufacturer's technical documentation.
- Appearance Defects: Abnormal fading, cracking, peeling, blistering, or loss of adhesion that visibly impairs the wrap.

4. WARRANTY CLAIMS

• How to Lodge a Claim

- a. Email info@hellawraps.com.au
- b. Include photos of the affected area.
- c. Provide your proof of purchase (e.g., invoice).

• Right to Investigate

- Hella Wraps may conduct tests to determine cause of failure.
- Claims may be denied if the failure is due to improper care, third-party misuse, or if the wrap was not purchased from Hella Wraps.

5. WARRANTY EXCLUSIONS

This warranty does not cover:

- Reasonable Wear & Tear: Fading, weathering, or reasonable aging over time.
- Improper Care: Aggressive cleaning methods, harsh chemicals, high-pressure hoses, or use of petroleum-based waxes.
- Damage from Third Parties: Animal scratches, graffiti, vandalism, accidents, hail, extreme UV exposure, or failure to remove salt/hard water residue promptly.
- Vehicle Substrate Issues: Rust, bare metal, peeling paint/clear coat, or non-OEM finishes.
- Removal Damage: Any paint or clear coat damage during wrap removal.
- Maintenance Non-Compliance: Not following Hella Wraps' recommended cleaning and care guidelines (e.g., not waiting 5 days before first wash).
- Warranty Transfer: The warranty remains with the original purchaser only and does not transfer if the vehicle is sold.
- 3rd Party Materials: Using non-Hella Wraps supplied products will void the warranty.

6. RECOMMENDED CARE & MAINTENANCE

Initial Care: Do not wash the vehicle for the first 5 days after installation.

Washing:

- Hand wash preferred.
- Use mild soaps or manufacturer-approved cleaners.
- Rinse thoroughly and dry with a soft cloth.
- Automated Car Washes: Use only brushless systems.
- Protection: Whenever possible, keep the vehicle undercover to prolong wrap appearance.
- Always ensure that bird droppings are cleaned off the wrap as soon as possible to prevent damage to the vinyl.

7. LIMITATIONS OF LIABILITY

- Hella Wraps is not liable for any economic or property damage unless directly caused by breach of consumer guarantees under Australian law.
- In an approved warranty claim, replacement or repaired products are covered only for the remainder of the original warranty period.
- No liability for costs such as loss of vehicle use, rental cars, or inconveniences during warranty claims.
- If we proceed with the warranty replacement, we will not accept liability for any colour mismatches when the new panels are installed next to existing panels that were not replaced, as fading prints will be difficult to match.

Ceramic Coating & Wax Disclaimer:

- Failure to inform Hella Wraps of any existing ceramic coating or wax coating on the vehicle prior to installation will result in the voiding of this warranty. The presence of such coatings can impact the adhesion and longevity of the wrap, leading to potential lifting, bubbling, or premature failure. It is the responsibility of the customer to disclose any surface treatments before the wrapping process begins.
- For optimal results, vehicles must be free from any wax, ceramic coatings, or other contaminants that may interfere with adhesion. If unsure, a professional decontamination service is recommended before installation.

8. WARRANTY UNDERSTANDING

By purchasing or installing from Hella Wraps, you acknowledge and agree to these terms. If you have questions, contact us at info@hellawraps.com.au. We appreciate your business and look forward to providing high-quality wrap products and services.