



DRIVING YOUR
BRAND FORWARD

Warranty & Aftercare

Thank you for your business and the opportunity to support you with fleet branding and conversion services.

Our team takes pride in producing and installing high-quality products and services, using industry leading materials and processes to ensure long term performance that always delivers optimal durability. By following some simple aftercare steps, you will enhance the longevity of your fleet branding and conversions.

Contact our Customer Support Team on sales@weareopg.com or 01555 895 233 for any advice or support you need.

Warranty Protection

OPG warrants that all products and services provided by us will be free from defects in workmanship, under normal use and service conditions. Subject to the terms and exclusions detailed below, we will repair or replace products deemed to have failed or not meet reasonable use expectations. This warranty covers the defective products only and OPG reserves the right to remedy or replace the defect at its sole discretion

Standard Warranty Periods

Product Type	Warranty Period
Printed Graphics & Wraps	Up to 60 Months
Racking Systems	Up to 60 Months
Chapter 8 Markings	Up to 24Months

Bespoke warranties can be provided to align with your specific project needs and objectives so please speak with our team to discuss any specific requirements you have.

OPG Ltd. Milton Industrial Estate Lesmahagow, ML11 0JN

Web: www.weareopg.com **Tel:** 01555 895 233

OPG Ltd, is Registered in Scotland under Company Number SC176412. VAT No. GB 659 295 975



What Is Covered

- Material failure or loss of performance that does not meet expected performance criteria
- Premature cracking, delamination, discolouration or fading of materials
- Peeling, blistering or loss of performance due to defective workmanship
- Integrity of racking systems and suitability to intended performance
- Defective installation workmanship that compromises intended performance of racking system
- Electrical works carried out directly by OPG Ltd or its approved contractor

Exclusions to Warranty

- Damage or loss of performance due to improper use
- Damage or loss of performance by way of accident or collision
- Stone chips, scratches, or abrasion
- Fuel spill or chemical contamination
- Excessive force from pressure wash or excessive brush wash damage
- Use of solvents, degreasers or harsh chemicals
- Acts of vandalism or willful abuse
- Use of items out with the intended purpose
- Excessive weight or overloading of racking
- Any work carried out by third parties appointed by the customer
- Failures not reported upon discovery that have deteriorated as a result
- Repairs or alterations carried out by any third party

All warranty protection is based on fair and reasonable use for the intended purpose and does not cover any acts of negligence or improper use whatsoever.

Warranty Claim Procedure

All warranty claims must be made in writing to sales@weareopg.com with photographs or the defect provided. Our Customer Support team will contact you to discuss the claim and arrange a date and time for a member of our team to inspect the defect. OPG Ltd, reserves the right to inspect the defect before approving any warranty claim.

The liability of any warranty claim shall be limited to the repair or replacement of the defective goods. OPG Ltd does not accept any liability for associated costs whatsoever. Remedy or replacement of the defective goods shall form the complete and total resolution of any warranty claim.

Please refer to our Terms & Conditions of Sale for full details.



Product Aftercare

We want to ensure that the products and services we provide exceed your expectations and by following some simple aftercare instructions, you can help enhance the longevity of the goods and services provided.

- Do not wash a vehicle for a period of 72 hours after installation of branding as this allows time for adhesives to form a strong bond
- Use pH neutral cleaning solutions when cleaning your vehicle, avoiding harsh chemicals or cleaners
- Hand washing is recommended but if using power washers keep the lance at least 2ft away from the surface of the vehicle
- When loading racking please ensure overall weight stays within the recommended limit for each product or storage area.
- Use any electrical products or circuits within the correct output levels. Overloading power demand causes risk to the electrical system and compromises safe operation.

If in doubt, contact our team to discuss any questions you have and help us ensure you get the most from the goods and services provided.

