



**BZT Wraps, or BZT Wraps, LLC is a provider of graphic products for the signage and automotive restyling industries in Rapid City, South Dakota, offering a range of creative solutions for car wrapping and fleet branding.**

## Agreement

By engaging with BZT Wraps, the customer accepts the terms and conditions of this agreement.

## Conduct

All parties are expected to engage cooperatively through the service period. If the customer is unreasonable or abusive, all services will cease with all materials and deposits being retained.

## QUOTATIONS

### Validity

All quotations are valid for 30 days, after which they are subject to change. Our quotes are based on the current price and readiness of materials and require timely provisions and cooperation from the customer.

### Variations to Quote

The price of services may change if the information supplied by the customer is incorrect or incomplete, or if changes are made to quantities, specifications or artwork. Any changes to the initial price will be communicated with the customer.

### Acceptance & Time-Frame

An acceptance requires a written sign-off from the customer, after which the requisition of materials can commence. Any indication of time frame within a quotation is an estimate only.

## ARTWORK

### Ownership of Artwork

Any artwork created by BZT Wraps, completed or incomplete, will remain the intellectual property of BZT Wraps. The customer is granted a limited, non-transferrable licence to use final artwork.

### Changes to Artwork

The design process will include an initial concept with a reasonable round of revisions, focusing on minor adjustments without altering the overall design. Major revisions will incur additional artwork charges.

### Approval & Sign-off

Final approval of the design requires a written sign-off from the client. Post-approval, the client assumes responsibility for any uncorrected errors or omissions. Requests for changes after approval may lead to additional charges.

### Color-Matching

While BZT Wraps strives for accurate color matching, slight variations can occur due to differences in print platforms and materials.

## INSTALLATION

### Appointment Timing

The customer will be punctual to ensure that other customers are not negatively impacted. BZT Wraps operates on a strict schedule for the benefit of all customers.

### Service Duration

The Shop will require the Customer's vehicle for a period of 7 business days, unless stipulated otherwise, depending on the availability of materials or a delay caused by unplanned but necessary works such as surface preparation tasks.

### Condition of Customer Vehicle

The Customer is required to provide a reasonably clean vehicle without waxes, excessive dirt, or debris unless otherwise agreed upon. The Shop will charge for de-waxing and deep cleaning, and this may cause a delay.

### Rescheduling and Cancellations

The customer must provide reasonable notice if they need to reschedule or cancel their appointment. Failure to provide adequate notice within 48 hours may result in a cancellation fee.

### Late Arrival or Non-Arrival

If a customer arrives late or fails to show without prior notice, we may need to cancel the appointment and a cancellation fee may apply.



## WARRANTIES

### Workmanship

BZT Wraps guarantees its workmanship for a period of one year from the date of installation. This warranty is specific to issues arising from the installation process, including lifting, peeling, bubbles, creases, or any other defeats attributed to incorrect or improper installation.

### Responsibilities

The customer will promptly report any defects and allow BZT Wraps the opportunity to inspect and evaluate the claim. BZT Wraps will either repair or replace the affected graphics at no additional cost to the customer.

### Limitations

The Installation Warranty does not cover damage caused by misuse, neglect, accidents, intentional damage, or any conditions beyond BZT Wraps's control, including environmental factors and normal wear and tear.

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### Product Warranty

We guarantee that all graphic materials are free of defects incurred in manufacturing, packing, or shipping. The manufacturers offer different warranty periods for their products in different geographical zones and conditions, and it varies depending on horizontal and vertical surfaces. BZT Wraps will advise what the warranty is depending on the product chosen.

### Voiding Warranty

The warranty from BZT Wraps may be voided by improper use or maintenance such as using incorrect cleaning agents, not following care instructions, or misuse, abuse, or neglect of the product. It also doesn't cover damage from environmental factors or any alterations, modifications, or repairs not conducted by BZT Wraps's trained personnel.

### Remedies & Limitations of Liability

If a product defect is under warranty, BZT Wraps will either replace the film or refund the purchase price, as decided by the company, within a reasonable period following standard procedures. Liability for indirect or consequential damages is limited to the purchase amount.

### Pre-Existing Damage

If pre-existing damage is found during the wrap process, BZT Wraps will inform the customer for decision-making; additional services may incur extra charges or delays, and BZT Wraps isn't liable for such pre-existing damage or related consequences.

### Claims

To ensure eligibility for warranty service, customers must submit a claim within the warranty period by providing written notice BZT Wraps, detailing the issue. BZT Wraps will then evaluate the claim and determine the next steps, following warranty guidelines and legal requirements. Claims must adhere to this process and timeframe to qualify for resolution.

## PAYMENT TERMS

### Deposit

A 50% deposit is required before the commencement of work.

### Full Payment on Delivery

The customer will make full payment of goods and services rendered on delivery. The only available payment method is direct deposit, after which a remittance advice must be provided.

## INDEMNITY

The customer shall indemnify BZT Wraps and its affiliates from any claims, liabilities, or expenses, including legal fees, arising from inaccurate information on products, trademark infringements, or any acts or omissions by the client or their agents that result in third-party claims.

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**Terms and Conditions are accurate as of 01/01/2024 and subject to change.**