

KELLY PRINTING AND SIGNS STATEMENTS AND POLICIES

MISSION: Our commitment is to create impressive designs and products that enhance our clients business or event.

VISION: To express positivity and kindness to those around us thus creating new friendships along the way.

SCREEN PRINTING, DIRECT TO GARMENT, PRINTING, EMBROIDERY, RED WING and VINYL/SIGN POLICIES as applicable.

Please read all guidelines in our policy and accept the quote invoice that has been emailed to you if in agreement. Please Email: info@kellyprintingandsigns.com for any questions or concerns.

* Due to nationwide shipping and stock shortages, not all colors and styles are available at all times. If your preferred items are not available we will substitute a suitable and comparable replacement.

PAYMENT

We require a HALF-DOWN minimum deposit on all New Orders and Quoted Orders of \$1000.00 or more. If payment is not made, the order will NOT be processed. Cash or check is preferred. We accept any US-issued magstripe or chip cards (credit, debit, corporate or prepaid) along with Apple Pay. The balance is due before the order can be shipped. For pick-up orders, the balance is due at pick-up.

RETURNED PAYMENTS

In the case of a returned payment, you will be invoiced for a \$50 returned payment fee plus additional charges to cover any bank fees we incur as a result. A replacement payment must be made within 24 hours. Replacement payments must be made with PayPal, cash, or money order.

ORDER MINIMUMS

We request that all orders are \$35.00 or more (exception to this rule is same day copies). Screen printing is a 24 garment minimum.

OPEN BALANCES

All open balances beyond established terms are subject to monthly finance charges of 1.5%.

ORDER/INVOICE FORM

All orders MUST be submitted with approval by email on the invoice sent by Kelly Printing and Signs. Orders will NOT be taken without approval.

ARTWORK

If you are providing your own artwork, please make every attempt to provide the file in vector format for the highest quality print (Adobe Illustrator files with all text converted to outlines is preferred). If submitting an Adobe Photoshop file, please ensure that the format is at least 300 dpi, to size, and the artwork is with layers. If you are unable to provide a vector file or 300 dpi copy of your artwork, we can not ensure a high quality print. If your submitted artwork is of poor quality (pixelated), there is a possibility your printed items will reflect that. We will NOT use or print artwork created from other screen printing shops without their permission or ANY artwork with watermarks present. Artwork will be sized to fit on the smallest shirt in your order so that it can be printed on all sizes. If artwork needs to be resized to fit different garments or items, there will be a \$25 per color screen charge. If you require the art file(s) created for your order for your own personal use, you may purchase the artwork/design rights at any time from Kelly Printing and Signs. Cost for rights to artwork/designs are based on case by case situations depending on the amount of time and work used to create said design with a minimum cost of \$50. Every order receives 30 minutes FREE art preparation from our art department with every processed order.

If you have your own design or simply just a design idea, it's no problem. We can work with you whether it's production ready, a mere concept in your head or somewhere in between. If your design requires more than 30 minutes of work, the additional charge is \$75.00 per hour. If you are curious as to how long it will take to develop your design, contact our art department to get a time estimate.

EMBROIDERY

Have your own Digitized Logo or Design?

We can use your digitized file if it is "100% READY FOR PRODUCTION" in a DST format.

UNDER ANY OTHER SCENARIO, DESIGN AND/OR DIGITIZING CHARGES WILL BE BILLED. We are not responsible for sewing results for customer supplied DST files. Additional charges apply for requested sew outs (swatches).

Customized logos may need to be sent for digitalization in order for it to sew on garments. This one time expense per design can range depending on the size of the design starting at \$35.00. 12 piece minimum is required for production.

PRODUCTS PROVIDED BY OUR CLIENTS

It is our policy NOT to accept to customize products provided by our clients. Occasionally there is an exception to this rule and that would require management approval. We take customary and reasonable care of the products you provide to us. However, we are not responsible for any damage to your products caused by the customizing process. Clients providing products to us assume all risk of damage associated with the customizing process.

MULTIPLE SET-UPS

Unless you specifically request multiple set-ups, the print size will be the same on all apparel. This means that there will be a variance of how the design will look on the different sizes of apparel in the run. For example, there will be more blank space around the design on an XL tee than on a small tee. If we feel your job needs multiple set-ups, we will notify you to discuss the details. Jobs with multiple print sizes will be treated as separate designs.

ART APPROVALS

WE DO NOT OFFER PRESS CHECKS. Art approvals (mock ups) will be sent via email within a reasonable time after order has been placed. The mock up must be approved with a reply to the email. Please, review all the information on the mock up before approving. It is your responsibility to check the mock up for artwork accuracy such as: color, placement, spelling, product information, etc. Please be aware that any mock up you receive does not necessarily reflect 100% accuracy of what the items will look like when printed. They are intended as art proofs. If you do not approve the mock up within 24 hours, your order may be delayed. After the mock-up is approved, any changes will be subject to additional fees. The mock up reflects a standard large size t-shirt (actual size of t-shirt will vary depending on your order). Kelly Printing and Signs is not responsible for on delayed production due to approval of the sent mock up not being attended to promptly.

ART PREPARATION

Art that is not print ready and requires preparation by us will be subject to art fees of \$75/hour.

CHANGES TO YOUR ORDER

Changes are limited to the following: Adding additional pieces to the order, changing graphic color. Additional fees and extra production time may be applied (subject to minimums). After the mock-up is approved, any changes will be subject to additional fees. Anything added to the order after the mock up has been approved will be considered a new order, additional fees may apply.

CANCELLATIONS

All orders are final. If a cancellation is made after an order has been placed, you will be subject to a 20% restocking fee and your deposit will be kept. Absolutely NO cancellations will be allowed if the order is already in process or any printing has been done.

TURNAROUND TIME & DUE DATES

Our turnaround is usually 7-15 business days. With the effects of the pandemic and supply shortages, turnaround dates can expand to 15 - 30 business days. Dates are really important to us. If you have a specific date that you must have your items in your hands, please let us know. We will always do everything we can to accommodate.

DAMAGES, MISSING ITEMS & MISPRINTS

We do our best to ensure every garment is printed correctly, but mistakes happen. Customers have 48 hours to inspect and report any damages or defects with their order. We are not responsible for any missing items in your order once you leave our shop with your order. Please be aware that we count your order three separate times during the production process; when it arrives from our warehouse, when it is printed, and when they're ready for pick up. Kelly Printing is not liable for inconsistencies in discharge printing due to fabric, dye and/or fabric content. Kelly Printing is not responsible if certain items are out of stock. If items are out of stock, we will inform you as soon as possible and offer you alternative styles.

Occasionally in large production runs, a few items are misprinted and are distinctly different from the correctly printed or embroidered order. Another potential problem is that a garment or item defect could have made it past our quality control and been included in your overall job. If this is the case with your order, please contact your sales representative with the specific item(s) and problem. In most cases, Kelly Printing and Signs will credit you back the cost of the misprinted or defective items from your invoice. If the misprint quantity is larger than 5% of your total order, then you may qualify for having the individual items replaced with a reorder. If you already plan to place a reorder and you would just like those misprinted items included in that run, that would not be a problem.

SHIPPING & DELIVERIES

Kelly Printing and Signs is not responsible for any delays due to UPS, USPS or Spee Dee Delivery. Customers are responsible for all shipping and handling fees (if applicable). Once a package has shipped from our shop, Kelly Printing and Signs is no longer responsible for that package. Any shipped package that is not received or is damaged during transit will need to be addressed with UPS, USPS or Spee-Dee. The Customer must notify when placing the order if the order will be shipped. We only ship orders to the billing address of the card used to place the order. Kelly Printing and Signs is not responsible for the pick-up, delivery or quantity of goods unless otherwise agreed upon. Kelly Printing and Signs is not liable for any delay of any portion of the goods covered by this contract due to labor disputes, fire, war, government regulations or any other conditions or causes beyond our control.

QUOTES

Quotes expire in 30 days. Quotes are subject to change upon review of the graphic. You will receive an estimate within 24 hours of your quote request (weekends are excluded).

IMAGE PLACEMENT

There may be slight variance in the placement of prints within a run. Anything within 3/4" variance in any direction is considered an acceptable print.

PRINT LOCATION CAUTION

Printing over or near seams, collars, pockets and zippers may result in print inconsistencies and/or distortion. These inconsistencies are considered acceptable prints. If you have any concerns about these inconsistencies, we recommend not printing over or near seams, collars, pockets and zippers.

MANUFACTURER DEFECTS

We can not be responsible for manufacturing inconsistencies such as color variance, inconsistent sizing, and labeling errors. We will do our best to catch any manufacturing inconsistencies or defective products. We will notify you of any shortages within our margin of error or delays as a result of replacing large amounts of unacceptable apparel.

APPAREL SUBJECTIVITY

We will work with you to help you select apparel that meets your needs and expectations. However, we can not be responsible for you not liking any aspect of the apparel you select. Also, please note that apparel manufactures do occasionally make changes to the specs of their apparel resulting in inconsistencies with previous runs of the same style and/or color. We can not be responsible for these inconsistencies. If you have any doubts about the apparel you are selecting, please request a sample.

CARE FOR YOUR APPAREL

Show your screen printed apparel some love, turn it inside out, machine wash on cold then dry on a low temp setting. This will help keep prints at their prime longer. Never iron screen printed items.

WATER BASED INKS

It is normal to feel water based and discharge prints on the shirt prior to the first washing. After washing, you will have the weightless print expected with water based and discharge inks. In some cases, water based and discharge prints do have some fading after the first few washings.

ORDER RETURN

An order of customized garments or items that has been screen printed or embroidered cannot be returned because we cannot return the items to our wholesale distributors. If your final product arrives and you believe it is different than what you signed off on, please contact your sales representative immediately. We will review the complete order with an internal investigation and determine if your instance qualifies for an order reproduction.

SOCIAL MEDIA/MARKETING AGREEMENT

Kelly Printing and Signs has permission to use images of pre-production artwork and printed garments for any marketing such as company website and social media pages unless specifically stated by the customer.

RUSH ORDERS

Rush orders may be available depending on our current workload and the specifications of your job. If you have a specific deadline that falls outside of our standard production time, please let us know when placing your order and we can discuss the options in detail with you. All rush orders must be paid for in full up front. Kelly Printing and Signs is not responsible for missed deadlines due to circumstances beyond our control such as weather conditions, vendor shortages and errors, and shipping errors or delays. If we encounter any delays before the order is shipped, we will notify you promptly and do everything in our power to work with you to meet your deadline. Rush orders are subject to additional fees. 3-5 day turnarounds will be subject to a 25% rush fee, when our schedule allows. Orders with deadlines between 5-9 days of placing the order may be subject to rush fees based on the specification of the job and our current production schedule.

MARGIN OF ERROR

Due to the nature of screen printing, there are times when a small number of items in a run will print incorrectly or the apparel will be damaged. Please allow for a 2% margin of error per print location. This 2% includes misprinted items that we consider unacceptable and will not ship and misprinted items with negligible errors that will ship. If your order must ship exactly, please notify us when placing your order. For contact printing, if your order must ship exactly, please provide additional pieces to cover the 2% margin of error.

DTG PRINTING

Only 100% cotton items can be printed on the Direct To Garment printer. Heather, gray, orange and any safety colors do NOT print well on this machine. So please choose different colors if requesting to have DTG print. 12 piece minimum to process a DTG order.

ONLINE STORES/FUNDRAISING

REQUIREMENTS

The order minimums for fulfillment are 24 pieces.

We will notify you (3 business days) before the store closing date. If order minimums are not met, your store will be closed and the order will not be fulfilled.

Please contact us at any time via (Email) to check on the status of your store!

We will print, bag, tag, and ship your order within one week of the closing date, pending there are no issues with substitutions or obtaining products.

Changes, Missing Items, Refunds and Exchanges

While we strive for 100% accuracy, mistakes can happen.

Within (14 days) of shipping, we will replace, refund, or exchange (at no additional cost) up to (10%) of the total order quantity. This includes:

- Missing items
- Misprinted items

We cannot make exceptions for customer ordering errors such as misspellings or sizing errors.

If a customer makes an error while ordering through your store, have them cancel their order and re-order with the correct information.

Great care has been taken to ensure that every garment is accounted for. All items will be listed in the included packing slip. Please check carefully for accuracy and notify us immediately of any problems.

Late Orders

No late orders can be accepted after Store Closing Date. No changes can be made to orders after Store Closing Date. Once the campaign has ended, no more orders can be placed unless a minimum of 24 garments are to be added to the order (or reprinted at a later date).

We do not offer any refunds or returns once a store has closed. In the case of an emergency, we may be willing to work with you to make arrangements to delay delivery or production.

Kelly Printing and Signs is not responsible for ensuring any fundraising/online store success. However, we will assist the best we can to provide information and tools for marketing and promotion

YOUR SATISFACTION IS OUR GOAL

Everything we do is about building strong, long-term relationships with our clients. We value you and look forward to a great future of exciting projects together. We are confident that you had a great experience and will want to repeat the process over and over again. If you are ever unhappy with any aspect of the finished product, please let us know as soon as possible and we will do our best to correct any mistakes.

VINYL LETTERING, WRAPS and SIGNS

CANCELLATION POLICY:

Because we want to get your order to you as quickly as possible, our custom orders begin the production process immediately after they are ordered. Because of this, we can not allow any order cancellations on custom products. By placing your order, you agree that you have reviewed your order and that no further additions, corrections, or changes need to be made and that your order is final as is. On any stock products and accessories, your order can be canceled any time prior to it.

TERMS AND CONDITIONS

Payment terms:

50% deposit, on any order of \$1000.00 or more, with the order confirmation prior to printing, with the balance to be paid prior to collection or delivery of the vehicle. Once the work is performed and the Client takes possession of the vehicle, the Client must pay Kelly Printing and Signs the balance due for the vehicle wrap. The Client will be responsible for the payment of all work and designs performed by Kelly Printing and Signs on behalf of the Client. Any invoices not paid within 15 days of wrap completion are subject to a 1.5% per month fee, or part of month fee, added to the original invoice. Vehicles must be delivered to our location clean and free from grease and oil, and free from existing graphics. A cleaning charge of \$80.00 may be applied if vehicles are not in a satisfactory clean condition.

Payment is due when invoices are received unless credit terms have been extended with credit references supplied. If payments for past orders are not received, we reserve the right to cancel future orders. After 30 days, unpaid invoices are Past Due. After 60 days, the account is marked delinquent and may be placed with our collection service. Balances unpaid after 60 days will be charged interest at the rate of 1.5% per month. Expenses incidental to collection, including: court costs, fees, expenses, and reasonable attorney(s) fees equal to 18% of the unpaid

balance will also be charged to any account placed with our collection service. Clients shall identify to Kelly Printing and Signs in writing any dispute concerning an invoice within ten days of the date of the invoice. If disputes are not identified in writing, the Client has accepted the invoice. Clients must return to Kelly Printing and Signs any and all work in dispute, accompanied by written explanation. After investigation, errors on our behalf will either be corrected or credited to the Client's account

DELIVERY AND PICKUP:

Clients are responsible for arranging drivers for their vehicle delivery and pick up.

RETURNS:

All banners and vehicle wraps are custom made projects that are not refundable.

If the Client has a concern with the job, the Client must contact Kelly Printing and Signs in writing before proceeding with any charge backs or credit returns or legal action. As all jobs are custom products, Kelly Printing and Signs must be given the opportunity to reprint or reinstall any job, before the Client issues any credit card charge backs or returns. Kelly Printing and Signs will be given the opportunity to review and respond to the complaint.

After Kelly Printing and Signs has been given the chance to explain the concerns, the Client has the right to negotiate an agreement with Kelly Printing and Signs. If no agreement can be met, mediation is the first option prior to any Client claims.

In the event that the Client issues a credit card charge back, or alleges he/she does not authorize the credit card transaction, the credit card company will issue an inquiry. When the credit company investigates the claim, and if the credit card company's decision is made in favor of Kelly Printing and Signs, the Client will be held liable for all legal fees, professional research, and discovery time associated with Kelly Printing and Signs having to file an Inquiry / Retrieval Request to the credit card company. If a credit card dispute is decided in favor of Kelly Printing and Signs and if Kelly Printing and Signs suffers any loss of credit card business associated with a Client's charge back request, the Client will be liable for all legal fees and any credit card business Kelly Printing and Signs is not able to process during this period of the dispute resolution.

In the event that the Client fails to make payment in full on the job invoice, the Client irrevocably authorizes Kelly Printing and Signs to remove the graphics supplied.

As this is custom art work, once the job is printed, and/or installed, all contracts are final and no monetary refunds can be issued.

ESTIMATES AND TAXES:

Estimates are good faith estimates based on job specification information provided and current material costs. Pricing and schedule are subject to change upon receipt of artwork and approval of estimate. Pricing is good for 10 days from the date of the quote and does not include

packaging or shipping charges unless specified. Estimates are contingent upon strikes, accidents, fire, availability of materials and all other causes beyond our control. The client order is subject to applicable state and local taxes unless we have a Government Sales Tax Use and Exemption form completely filled out denoting that said corporation is exempt from sales tax. Appropriate taxes will be applied to outstanding invoices until we receive this document.

JOB CANCELLATIONS AND ERRORS:

If the Client cancels the order before its completion, the Client shall be responsible for the cost of any proofs, artwork, materials, and work done until cancellation notice is received in writing. In addition, Kelly Printing and Signs reserves the right to charge a 15% cancellation fee in addition to the actual charges to cover unbilled internal costs including but not limited to scheduling, client communications, and resources utilized. Kelly Printing and Signs will gladly re-image any job that has problems due to an error on the part of Kelly Printing and Signs. This does not include software limitations or improper set-up of a job. Kelly Printing and Signs will not be held responsible for errors in work after final client sign-off or neglect of final sign-off. No claims will be honored after 24 hours of receipt of any completed and delivered work. Any verbal order will be accepted, but in the absence of any supportive documentation, Kelly Printing and Signs will not be responsible for any verbal mistakes. Everything must be in writing.

Kelly Printing and Signs will not accept responsibility for the inaccuracies in orders telephoned or emailed by the client.

LIMITATION OF LIABILITY AND CONFIDENTIALITY:

Kelly Printing and Signs liability for materials submitted by Clients that are damaged, lost, or not returned to the Client is limited to the replacement of the unused material. Original artwork is left at the Client's risk and is not subject to replacement. Kelly Printing and Signs will not assume liability for damaged or lost files; only the damaged or lost media will be replaced. Kelly Printing and Signs and the Client understand that during our business relationship, both parties may make known to the other, confidential information and business trade secrets. It is Kelly Printing and Signs policy to treat such information as confidential and we expect the Client to do the same.

PROJECT START TIME, SUBSTRATES AND INSTALLATION:

The start time of any project does not begin until ALL support files and items related to completion of the job are in house, the Client approves the artwork, and the Client is accepted for credit and billing terms. Kelly Printing and Signs will consult with the Client to determine what will best suit the needs and conditions set forth in the scope of the project. Ultimately, the Client accepts full responsibility for determining if said purchased item will perform to their requirements on the substrate(s) to which they are applied. Kelly Printing and Signs cannot control weather conditions or staff illnesses which may result in delays with installation. As such, additional labor and/or travel costs may be incurred which are to be paid by Client. We reserve the right to determine the point at which weather conditions become too adverse to continue work.

TRADEMARKS AND COPYRIGHTS:

Reproduction of copyrighted materials in any form without prior permission of the originator is illegal. It is the responsibility of the Client to obtain said permission. Kelly Printing and Signs is in no way responsible for obtaining permission and assumes that the Client has obtained permission before the work is submitted.

DESIGN AND PRINTING:

The design, name, mark, or other material in final form that is approved by the Client and selected for use will be the exclusive property of the Client upon final payment of all amounts due. All other design, names, marks, and other materials developed in the course of the project shall remain the property of Kelly Printing and Signs, as is customary in our industry. The Client's ownership of legal rights in the final form of the selected item is exclusive to the extent provided by applicable national and international laws. Legal protection and appropriate registration of a design, name, mark, or other material developed by Kelly Printing and Signs is the responsibility of the Client.

All work undertaken is under the condition that a complete, high-resolution file is supplied, complete with a color proof, pantone references, and purchase order with the exact specification. Where artwork is supplied by the Client, it is the responsibility of the Client to ensure the artwork is in a "print ready" format. It is the responsibility of the Client's designer to check the dimensions and layout of the actual vehicle(s).

When Kelly Printing and Signs receives original logos or art we will not modify the color or design, which could cause unacceptable errors. Kelly Printing and Signs will not be held responsible for any design layouts provided by the Client. All original art must come to Kelly Printing and Signs ready to print. There will be a design fee for any changes made to client-supplied art or layout. Design fee is \$75.00 per hour. Where Kelly Printing and Signs provides the artwork, it is essential the Client fully checks the final proof with the actual vehicle to check for any variations (e.g. style of lights, positioning of number plates, number of doors, and other major or minor variations.)The accuracy of the templates provided has a margin of error of a few percentage points. It is recommended that designers design vehicle wraps with this in mind, avoiding the extreme edges of the wrap with vital information. Measurement of the vehicle is always recommended.

It is the responsibility of the Client to provide or purchase quality, high resolution pictures for large format printing. Kelly Printing and Signs will not be held responsible for low resolution images provided by the Client for printing.

Paint is a smooth liquid spray application, whereas a vinyl wrap is printed onto a vinyl material using a high resolution large format inkjet printer. An inkjet printer print head passes over the vinyl 8 times to create a 1 inch area of coverage and will never print onto the vinyl with the same smooth characteristics of a smooth liquid sprayed paint job. Most car paints look completely smooth from 6 inches. An inkjet printed wrap viewed from 6 inches will show evidence that it has been printed using an ink jet printer. If viewed from the close proximity of 6 inches, banding

may be seen. Banding describes the horizontal print passes that occur during the printing process. This is mostly apparent on solid colors with no effects or texture in the design. Since most wraps are designed to be viewed as a moving billboard for advertising purposes, this is not a major issue for most clients, and is considered an acceptable condition with vehicle wrap used for commercial advertising. Paint is also consistent in its color saturation. A car painted with a solid color will have smooth consistent color on the entire surface. When a car is wrapped with printed vinyl, the color may shift slightly between the 52 inch panels, and may shift slightly in certain areas when the installer has to heat the vinyl to make it conform to complex curves. This color shift on complex curves is mostly apparent when solid coverage colors are used in the wrap. Again, these conditions are typically accepted as a limitation of the vinyl wrapping process, and this is an acceptable condition for commercial vehicle advertising, where the advertising will be viewed on a moving vehicle from a standard viewable distance of 15 feet or more from the vehicle.

Since Kelly Printing and Signs designs the majority of our wraps, Kelly Printing and Signs uses the original large format design files for the purpose of printing and installing the large format wraps we produce in house. Kelly Printing and Signs typically does not design a large format wrap project for another wrap company to print and install. Kelly Printing and Signs reserves the right to keep all original photo shop and illustrator files created for Large Format printing. These files include all original layered JPG and PSD files. For a separate design fee, Kelly Printing and Signs will provide design and printing for business cards, flyers and brochures. Once the Kelly Printing and Signs project is complete, the Client may choose to purchase the design files from Kelly Printing and Signs on a CD so they can use it on other print advertising.

ADDITIONAL FILE SET-UP/DESIGN CHARGES AND COLOR MATCHING:

If the Client's files exceed the determined file set-up rate included in price of project, charges will be based on a rate of \$75/hour with a \$50 minimum and billed in 15 minute increments after the minimum is met. The Client will be notified of this charge prior to work being started and we require Client authorization before proceeding. If Kelly Printing and Signs is creating original artwork, design will be billed at a rate of \$75/hour. Color matching charges are \$75. Due to the nature of both screen and digital printing, we cannot match PMS colors exactly and give no guarantees to precise color matches. For the \$75 charge, we will provide a press match swatch on the substrate chosen for the Client's project, and once approved, print within 10% match to that swatch.

USE OF IMAGES AND REFERENCES TO COMPLETED WORK:

Kelly Printing and Signs may, at its sole discretion, use images of completed work and/or refer to Client in Kelly Printing and Signs portfolio and any other marketing materials, including but not limited to press releases, brochures, flyers, signs, and vendor marketing materials promoting Kelly Printing and Signs and its services.

ADDITIONAL TERMS, CONDITIONS AND WARRANTY DISCLAIMER:

Installations: Graphics and alignment as applied to vehicles may not be precisely matched to the digital images ("proofs") produced for Client's review. Graphics applied to vehicles are

intended to be viewed from a distance of at least 15 feet and Kelly Printing and Signs produces each vehicle graphic with the detail and quality appropriate for viewing from such distance. Kelly Printing and Signs only guarantees final prints designed and set-up by Kelly Printing and Signs for print. Kelly Printing and Signs voids warranty on express rush same day printing and lamination wherein installation schedule prohibits proper 24 hour print curing. Kelly Printing and Signs expressly disclaims all warranties regarding paint jobs on non-standard OEM cars and trucks. Kelly Printing and Signs expressly disclaims all warranties on buses, planes, trains, RVs, custom vehicles and vehicles with OEM paint that is more than 6 years old. If we are asked to cover existing vinyl decals, we cannot be liable for any damage caused to these decals during the installation or removal process.

Although we try to make the wrap look like a paint job, it is NOT paint. There may be extreme curves and bumps such as rivets and deep channel curves and moldings on the vehicle that the vinyl will not be able to conform to. In some small areas you will see evidence of the original color of the vehicle below the wrap. These may be small areas such as around door handles and the edges of the lights on the vehicles. A vehicle wrap is made by applying 52 inch vertical panels of vinyl. There will be 1 inch seams where the panels meet. On a complex design with many matching points, Kelly Printing and Signs cannot guarantee that the graphics will match 100% alignment due to extreme complex curves on the vehicle. A 5% margin is considered acceptable on large outdoor advertising projects.

Proofs are created on a flat surface and viewed at a relatively tiny size on computer screens and 8 inch printed paper. In cases of curves, handles, deep grooves, rubber moldings/trim, on-the-spot adjustments may be made by the installer to assure maximum readability or alignment. In many cases there are slight differences between the printed flat paper proof and the 3 dimensional curved vehicle wrap. Due to the fact that a two dimensional print is being applied to a three dimensional vehicle, and due to the minor variances in the accuracy of the templates, the positioning of a vehicle wrap can vary from the proof by several cms throughout the entire length of a vehicle wrap. This is normal and wraps need to be designed with this in mind.

It is not reasonable to expect an inkjet-printed vinyl wrap to cover and look exactly like paint, or to look exactly the same in all places. A piece of vinyl has limits and can only stretch so much before it changes color. In some cases, a relief cut has to be made in the vinyl that will reveal a small amount of the vehicle's original paint color underneath. In some cases, the only option is to install a patch in order to conceal a vehicle's original color. Areas under door handles, mirrors, behind gas caps, and inside door frames will not be wrapped. If we wrap extremely curved surfaces such as mirrors and bumpers, they may reveal the original paint color at the tight edges of the wrap. This is due to material limitations rather than install quality. If we are installing at the Client's nominated location, suitable conditions must exist. Vehicles need to be indoors in a clean, dust-free temperature-controlled environment, with a power supply and good quality lighting, and with a minimum of 5 feet working space around the entire vehicle. If in the opinion of the senior installer on site, conditions are not suitable for the high quality install of the wrap / graphics, the vehicle will be required to go to one of our nominated install locations.

Wraps are self-adhesive vinyl that will only adhere well to catalyzed vehicle paint and glass. Poor surface paint or clear coats will not allow the vinyl adhesive to stick properly and the adhesive may fail. It is the responsibility of the vehicle owner to bring in a vehicle that is ready to be wrapped. Extreme curves and deep pockets may exceed the limits of how far the material can stretch. Again, this is not paint, it is a special pressure sensitive vinyl material. Vehicles are not at exact right angle curves, they maintain lines that are not 100% parallel to the ground. Due to this fact, the graphics that are 2D printed graphics will not be at the same exact angle of the vehicle lines once the wrap is installed onto the 3D vehicle surface. Due to the limitations and the sensitivity of the various substrates, it is impossible to reproduce all colors accurately. Therefore, in the absence of a representative from your company to select the appropriate color sample, reproduction will be at our discretion. When we wrap over existing vinyl strips or letters, the new wrap is thin enough on top that there will be evidence that there is old vinyl underneath the new vinyl. Kelly Printing and Signs cannot be held responsible for any damage void of vehicle warrantee or anything caused through the application of the vinyl products. Kelly Printing and Signs is not liable if during the installation of a wrap the clear coat of the car begins to peel off. Original painted vehicles will not have any problems with the clear coat peeling off.

The application process in many cases takes no longer than a day or two for full wraps, and within one day for partial. The installation process should not be rushed, therefore Kelly Printing and Signs reserves the right to take an additional day for issues such as transportation and weather conditions. It is illegal to cover the front driver side glass. In some cases the police may also stop you for covering the passenger side glass. Police need to be able to see into a vehicle. In some cases the Client may insist that the passenger side is wrapped in the design, and Kelly Printing and Signs will wrap it with the disclaimer stating that the Client is responsible for any issues regarding the coverage of the front windows.

The wrap material that is used for vehicle wraps does not stick very well to plastic or rubber parts, such as window trim, side plastic moldings, and plastic door handles. It is advised that these areas NOT be wrapped with adhesive vinyl. Initially the vinyl will stick, but over a short period of time such as a few months, the vinyl will fall off these areas.

In most cases of vinyl lifting, if it is a materials problem the lifting will present itself in the first few weeks after the initial installation. In most cases it is advised that the vehicle wrap be fixed so that the vinyl does not continue to peel back and become contaminated. It is not uncommon to see small areas of the wrap lifting soon after the installation is complete. Several factors can affect the vinyl's adhesives ability to stick to the vehicle surface, including the following:– If the surface is not prepared properly before the wrap– Extreme temperatures (very hot or very cold)– Extreme humidity in the air during installation– Dust in the air during installation

Kelly Printing and Signs prefers to use our facility for installation. If the Client elects to have installation performed at the Client's selected location, Kelly Printing and Signs will not be held liable for any issues related to improper install conditions such as temperature or dust.

Full wraps DO NOT automatically include the roof wrap. The additional cost of labor and materials to wrap a roof can range depending on the size of the vehicle. Most clients do not wrap the roof of their vehicles.

Printing takes time, and ink must be dry before prints can be laminated. Once prints are ready, installation will begin. This is not a task that can be rushed, as this type of work is all done by hand and the perfect placement of vinyl takes time. From the time that the design is completed and approved by our Client, a wrap can be printed and installed within 10 days. In some cases it can all be completed in 5 days, once the design is approved.

Vinyl Removal: All removals are quoted separately. Wrap removal can be very time-consuming and we charge by the square foot and by the hour for the labor. Kelly Printing and Signs cannot be held responsible for any paint damage or existing striping damage when we do a removal. Since we do not know the integrity of the existing paint job, or the condition of the painted clear coat, or the condition of any existing vinyl decals, we are not responsible. All removal Clients understand this is to be an accepted policy by contracting Kelly Printing and Signs to do a vinyl removal on any vehicle. Kelly Printing and Signs cannot be held liable if during the removal of the wrap, the clear coat is peeled back with the wrap. In some cases, if you have existing vinyl stripes under the wrap (such as an RV or a bus that have striping on the sides), we cannot be held liable if portions of the stripes get removed during the wrap removal. We only use industry standard glue removal products to remove any remaining glue once the vinyl has been lifted. Vehicle wraps should be replaced every 3 to 4 years. Most vinyl manufactures such as 3M and Avery recommend this to allow for clean removals. Leaving vinyl on a vehicle for too long is problematic. As soon as you see the vinyl beginning to crack, this is the sign that the wrap should be removed in that area and rewrapped if needed.

Horizontal surfaces such as the roof and front hoods receive extreme sun and heat damage. In many cases, the sun will bake the vinyl into the paint on these horizontal surfaces if the vinyl remains on the vehicle for more than 4 years. Most vehicle wrap vinyl materials are guaranteed to remove cleanly from vertical surfaces for up to 4 years when applied onto original car paint. Vinyl that is cracked on the roof or on the front hood indicates sun and heat exposure damage to the original vinyl, and the heat has baked the vinyl into the vehicle's painted surface. If this is the case, paint damage may occur with the removal of the vinyl from that area. Vinyl that is cracked like this will only peel off in small pieces when removed. When the vinyl has expired its term of clean removability, paint damage may be unavoidable and Kelly Printing and Signs will not be held liable for any paint damage that results from expired vinyl with prolonged exposure to the sun and heat.

Often when there is striping on the vehicle prior to a new vehicle wrap, the old vinyl has been weakened from years of sun exposure. The old striping adhesive can become weak, and in some areas the striping will come up as the wrap is removed. Kelly Printing and Signs is not responsible if old stripes come off during the removal of a wrap. When we wrap over existing vinyl stripes or letters, the new wrap is thin enough on top that there will be evidence that there is old vinyl underneath the new vinyl. Kelly Printing and Signs will not be held responsible in any

way if the Client is not happy because existing graphics could not be removed using conventional methods of removal.

Kelly Printing and Signs does not use any steel or metal knives during the removal process. We use plastics that will not damage the vehicle's surface. Kelly Printing and Signs does NOT engage in unconventional methods of vinyl graphics removal because it may damage the surface of the Client's vehicle. Unconventional methods include cutting or scraping of the vehicle surface or the use of harsh chemicals that may damage the vehicle's painted surface. In some extreme cases when the wrap has been on the vehicle for more than 4 years, the wrap may no longer be removable and the vehicle may need to go to a body shop to be sanded and repainted. If the vehicle requires a body shop, Kelly Printing and Signs will refer the Client to a body shop and the Client shall be responsible for paying the body shop.

We cannot be responsible for damage to paintwork when the vinyl is removed, and would not advise application of a wrap on a re-sprayed surface, or poor quality/rusted paintwork. Please note, our experience shows that removal of vinyl designed for vehicle wraps from good quality factory original paintwork will not damage the paintwork. However, it is the duty and responsibility of the owner of the vehicle to ensure suitability of the existing surface before it is wrapped. In the event that Kelly Printing and Signs is asked to remove pre-installed vinyl which was installed by a company other than Kelly Printing and Signs, Kelly Printing and Signs will make every effort to remove the existing vinyl, but will not be held responsible for any damage that may occur to the surface of the painted vehicle after removal. This is due to the fact that not all preinstalled vinyl is designed to be removed. In many cases pre-existing vinyl is non-removable.

WARRANTY ON LABOR AND MATERIALS:

Kelly Printing and Signs offers a one-year warranty on the installation, one-year on the material applied to the windows, two years on the cast laminated adhesive vinyl applied to vertical surface areas, and one year for calendared economy vinyl. There is no warrantee on horizontal direct sun exposure such as roofs and front hoods. Anything over 10 degree vertical to horizontal is considered horizontal. The wrap warranty will depend upon the customer's care of the vehicle and the outdoor/geographic conditions. Vinyl that is cracking should be replaced immediately. We recommend hand washing only. Avoid high pressure power washing, and never use an ice scraper on window graphics. Also avoid harsh chemicals of any kind as they can deteriorate the laminate on the vinyl adhesive. Sweeping or brushing off the windows with a soft broom and the use of a rear defroster will not damage your window wrap. There are specially designed products to clean and polish vinyl graphics if needed. Please wait at least 3 weeks before washing your vehicle once applied.

RED WING

30-DAY UNCONDITIONAL COMFORT GUARANTEE:

If during the first thirty (30) days immediately following your purchase you are not satisfied with the comfort of your Red Wing branded work footwear for whatever reason, Red Wing will refund the purchase price to you, no questions asked, provided you still have your dated receipt of

purchase. No adjustment will be given without the original receipt of purchase. You must return your footwear to the Red Wing Shoe dealer from which the footwear was purchased. Limit one return per customer. This guarantee does not apply to WORX, Red Wing Heritage, Irish Setter or Vasque branded footwear.

LIMITED WARRANTY RELATING TO RED WING FOOTWEAR:

Footwear products bearing the "Red Wing" or "Red Wing Shoes" label are warranted against defects in workmanship and materials. If within 12 months of purchase, a defect occurs in a Red Wing branded footwear product as the result of normal use, Red Wing will repair the defect or exchange the product. Product failures caused by excessive or abusive wear conditions do not qualify for exchange or purchase credit. This warranty is available only to the original purchaser and is not transferable. No adjustment will be given without the original receipt of purchase. You must return your footwear to the Red Wing Shoe dealer from which the footwear was purchased.

DISCLAIMER: The limited warranty relating to Red Wing branded footwear is in lieu of any other express warranty. No agent, employee or representative of Red Wing has any authority to bind Red Wing to any affirmation, representation or warranty concerning Red Wing branded footwear products, except as stated herein. Red Wing shall not be liable for any consequential, incidental or punitive damages. This limited product warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Any implied warranties shall be effective for a period not exceeding 12 months from the date of purchase. Some states do not allow manufacturers to impose time limitations on certain implied warranties, so the above limitation may not apply to you.

SPECIAL ORDERS: A minimum of 50% down payment is required for all special ordered Red Wing products. A \$15.00 restocking fee will apply for all returned special ordered Red Wing products.