

Fire Auto Wraps Terms and Conditions

PAYMENT TERMS: We cannot start your project, do any mock-ups or confirm installation dates until deposit payment is made. Customer agrees to make full payment prior to vehicle release. Any materials for the customer's job are required to be paid for 100% prior to the order before the work will be performed. The material that is ordered is non-refundable and there is a 25% restocking fee on top of the already purchased cost if you do not proceed forward with the installation. WE DO NOT ACCEPT CHECKS unless they are paid via certified funds and are pre-approved in writing by Fire Auto Wraps. A fee of \$35.00 will be charged for any returned checks, in addition to the amount due. If paid by check, we will not start or schedule your job until check has cleared. Any request changes to the description of services stated above need to be in writing and any additional charges incurred will be charged accordingly. Customer will pay the remaining balance including any additional cost or fees upon completion of the job prior to release of the vehicle. You have 24 hours to cancel and change the installation appointment date, if you miss your install appointment date there will be an additional \$40.

GENERAL TERMS AND CONDITIONS, TERMS OF PAYMENT, LEGAL FEES, AND DISPUTES: Your deposit is your confirmation to the installation dates agreed. We do not lock in installation date if deposit is not made, therefore your agreed date can change at any time until deposit is made. This is not an expectation contract, and we are not responsible for buyers' remorse. By accepting the vehicle, you are accepting the job as complete, and that the performance is satisfactory. You are responsible for inspecting the product and or vehicle upon receipt.

RETURNS: 50% deposit is non-refundable. Vinyl material is a non-returnable item once the material is installed per the customer's personal request. All graphic artwork and any ordered vinyl material for any projects is paid by the customer 100% prior to ordering the product. If the job is canceled or the customer does not want the product for any reason, 50% deposit is non-refundable and the customer will be charged an additional 25% restocking fee if it's a specialty vinyl. Once vinyl is installed all sales are final and there are no refunds. If an issue arises the customer must submit their complaint in writing and give Fire Auto Wraps the opportunity to see the issue and try and resolve the issue.

CONTENT: We reserve the right to refuse any customer any reason.

WE ARE NOT RESPONSIBLE FOR THE CONDITION ON THE VEHICLE'S PAINT SURFACE PRIOR TO THE VINYL BEING INSTALLED. IF INSTALLED ON TRAILERS WITH CAULKING, RE-CAULKING WILL BE NEEDED SINCE VINYL WILL NOT STICK TO CAULKING.

VEHICLE WALK-THRU: Wash vehicle using just using ONLY water and soap before dropping off. Even though we prep and clean the vehicle for install wax and other chemicals will prevent the vinyl to stick to surface. Do not Wax or CLAY BAR any wax or chemicals left on vehicle by waxing and or clay bar will

result in bubbles and vinyl will not cure properly. Fire Auto Wraps will not be held liable for vinyl that will not stick and cure properly due to wax or other chemicals used before install. There will be an additional charge of \$100 if we must wash your vehicle.

INSTALLATIONS: Vinyl material is a pliable plastic material that we make every effort to make it look as seamless as possible, however, there may be curves, bumps, rivets, moldings and deep-channeled curves that the vinyl will not be able to conform to. In some cases, relief cuts need to be made or patches need to be installed to cover certain areas. Stretching will result in some shrinkage as it attempts to return to its original form/dimensions. As it shrinks, some minor tenting and lifting may occur and will be addressed, if necessary, in the 90-day period. All vinyl material needs to be applied to "like new" vehicle finish for the best results. There must be an excellent bod of the paint and its finish to the vehicle substrate. Any rust, bubbling, caulking, scratches, dents or other damage will be visible through the film, and such surface imperfections may damage the film or cause the film to fail prematurely. Areas repaired with body filer must be sanded, epoxy primed and finished with OEM (Original Equipment Manufacturer) paint or clear coat. Also, any areas with Caulking need to be re-caulked over the installed vinyl. Any recently applied finish must be fully cured for a minimum of 30 days prior to film being applied. However, we all still wrap around these items if the customer desires.

3rd Party installations: We are only responsible for the installation. Wrap vinyl must be 3m, Avery or good quality air release wrap vinyl. We are not liable for the vinyl material, the print or missing print material. We are not liable for the paint condition of the vehicle when installing. Any rust, bubbling, scratches, dents or other damage will be visible through the film, and such surface imperfections may damage the film or cause the film to fail prematurely. Any recently applied finish must be fully cured for a minimum of 30 days prior to film being applied.

Installers use a heat gun to stretch and reposition the vinyl and a squeegee to eliminate imperfections. It's important to note that installers rely on sharp razors to manipulate the vinyl and remove excess material around door handles and crevices. Even with the expert installers, there's some potential for minor nicks and scratches to the surface. Fire Auto Wraps will not be held liable.

ONCE INSTALLED PRINTED VINYL MATERIAL IS INTENDED TO BE VIEWED FROM A DISTANCE OF SIX (6) FEET FROM THE VEHICLE.

Installation time is based upon many factors including but not limited to, film selected, curing time, places where vinyl material is being installed, size of vehicle, complexity of installation areas and any unforeseen circumstances that may arise. We will make every effort to give reasonable time frames for installation but reserve the right to change them at any time for any reason.

WARRANTY AND MATERIALS: 3M, Avery and Orafol cast wrap materials are installed per the customer or authorized representative's request. We are not the manufacture of the product, and all warranties are ordered through the manufacture of the product the customer specifically ordered. For warranty information you must visit the manufacture website or brochure for specific information regarding the product(s) you ordered. Fire Auto Wraps is the installer of the product, not the manufacture. However, if there is something wrong with the product our manufactures do stand behind their products as do, we, so please do not hesitate to contact us. Damage done to the vinyl material by the customer, or any third party is not a warranty issue and will not be covered as such.

Although vinyl manufactures guarantee the material to last up to 5 years, high end material 7 to 10 years, the actual lifespan of a vehicle wrap will be considerably less more or less 3-5 years depending on the weather and after care. No warranties on Chrome, Plastic, Caulking and Non-Factory Finished paint.

AFTER CARE:

- Keep the car out of direct sunlight for the first 2-3 days after installation.
- Hand wash your vehicle bi-weekly with a nice soft sponge or rag. Strong jets can cause the vinyl to lift at the seams. Brushes and bristles can scratch your vinyl. And colors can start to fade and dull with repeated exposure to harsh chemicals and abrasives. None of these things will help your vehicle wrap last, so avoid them at all costs.
- Don't wax your vinyl-wrapped vehicle. it will degrade your vinyl and shorten the life of your wrap. (NEVER WAX or CLAY BAR) It will cause the vinyl material to turn yellow and crack.
- Take care of edges particularly on doors/trunk/hood. Should any damage occur, contact us immediately. Do not try and fix it yourself or the warranty will be voided
- Remove bugs and bird dropping immediately as these can stain the wrap. Soak them and wipe them off without scraping.
- Use aftercare products with a low PH like "Windex Vinegar multi-Surface" on a bi-monthly basis. Spray the onto a microfiber towel or directly onto the surface. Wipe the surface clean, then turn the towel and dry. As this cleans and protect the wrap which ensures that is looks brand new for years.

UPKEEP: It will take approximately 30 days for the wrap to cure. Graphic installation warranty covers minor lifts and is good for 90 Days starting when wrapped vehicle is taken from our shop. It is up to the customer to maintain it.

We reserve the right to correct inaccuracies, prices, omissions, descriptions, and errors relating to products, productions, availability and update information at any time without prior notice.

REMOVAL: Your vehicle's vinyl material should last you 3-5 years, depending on how well you maintain it. When it's time to remove it, our pro installers can cleanly remove a wrap. Price of removal is \$85 an hour. When estimate price is given, it's just an estimate based on how many hours we think it will take to remove but is not the exact price. We will add a charge if vehicle removal takes longer than estimated, hours charged for removal may vary depending on how long the wrap was on and the weather it was exposed to. Fire Auto Wraps is not responsible for the condition of the paint and body when removing old vinyl. If it takes less time, you will also be charged less.

Additional Information:

You cannot roll down windows that have view thru or graphics. We recommend replacing Horizontal surfaces (Hoods, Bumpers, Trunks) every 1-2 years.

Please remove all personal items before delivering your vehicle.

Fire Auto Wraps is NOT RESPONSIBLE FOR ANY PROPERTY LOSS.

There is 90 days warranty on lifts and bubbles.

VEHICLE STORAGE FEES: Vehicles left beyond the authorized pickup day (definition of authorized pickup day is the date vehicle is ready to be picked up and the client has been notified) will be charged \$35.00 per day, per space occupied, until the vehicle or vehicles have been picked up and paid for.