



# TERMS & CONDITIONS

## 1. INTRODUCTION

These Terms and Conditions ("Agreement") govern the purchase and installation of graphic installation and/or Paint Protection Film (PPF) by Bay Image Group, LLC ("Company") for the customer. By booking an appointment or submitting a vehicle for service, the Customer acknowledges and agrees to be bound by the terms outlined herein.

## 2. LIMITED WARRANTY

Bay Image provides a 90-day Limited Warranty on installation-related defects such as lifting, peeling, or excessive wrinkling. Bubbling is also covered only when it results from installation errors such as trapped air or improper technique. Minor bubbling that may develop due to environmental factors or substrate irregularities is considered normal and not covered under warranty.

Bay Image is a certified installer company and works directly with top-tier film manufacturers. Installations are completed using industry-standard procedures approved by these manufacturers. Claims of improper installation must be reported within 90 days, and Bay Image must be given the opportunity to inspect and repair any alleged issue.

The warranty does not cover:

- Accidental damage or road hazards
- Normal wear and tear
- Damage caused by pressure washing, automatic car washes, or chemical agents
- Improper care or third-party modifications
- Warranty claims must be submitted within 90 days and will be reviewed by a Bay Image member. Repairs or reinstallations are performed at the sole discretion of Bay Image.
- Any attempt to modify, remove, or repair the wrap or PPF by anyone other than Bay Image voids this warranty. So does the use of chemicals or pressure washers on the film.

## 3. WARRANTY CLAIM PROCEDURE

To initiate a warranty claim under the terms outlined in Section 2, the customer must:

Notify Bay Image within the 90-day warranty period.

Provide detailed information including:

- A written description of the issue
- Clear photos and/or videos showing the problem
- Date the issue was first noticed
- Submit the above to Bay Image via email at [graphics@thebayimage.com](mailto:graphics@thebayimage.com) or by calling 484-838-3622.

Be available to bring the vehicle to Bay Image for an in-person inspection.

Bay Image must be given the opportunity to inspect and repair the issue before any third-party involvement. Any repairs performed or attempted by third parties without written consent from Bay Image will void the warranty.

If a rewrap is required as part of the warranty resolution, the customer acknowledges that newly ordered material may not exactly match the original installation due to batch variation, fading, or print inconsistencies. This is a known limitation in the vinyl wrap industry. Warranty repair scheduling will be based on availability and severity of the issue. Bay Image will make a good faith effort to resolve all approved warranty claims in a timely manner.

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## 4. COLOR MATCHING DISCLAIMER

Due to batch variation, fading, aging, or material discontinuation, newly ordered wrap film may not exactly match the original wrap. This applies to warranty work, paid repairs, partial rewraps, or enhancement services.

The customer acknowledges that visible differences in color, sheen, or texture may occur and do not qualify as defects or grounds for rework, chargebacks or refunds.

Please note that any rewraps or partial repairs – whether covered by warranty or not – may result in visible differences in color, sheen, or texture. This is due to possible batch variation, aging of existing film, or product discontinuation. An exact match to the original wrap is not guaranteed. This is normal in the wrap and PPF industry.

## 5. VEHICLE CARE REQUIREMENTS

To maintain your wrap or PPF, follow these guidelines:

- Hand wash only using pH-neutral soap
- Do not use automatic car washes
- Do not pressure wash or apply high-velocity water near edges
- Do not use degreasers, waxes, or detailing chemicals
- Dry with clean microfiber towels only
- Bay Image is not responsible for damage resulting from failure to follow these care instructions.

## 6. VEHICLE CONDITION & PRE-INSPECTION

All vehicles are inspected upon arrival. Customers must disclose and document any pre-existing damage on the drop-off form. Bay Image is not responsible for any damage not listed prior to service.

Bay Image does not perform bodywork. Any rock chips, deep scratches, dents, or other imperfections on the vehicle surface may show through the wrap. These areas will not be repaired, filled, or smoothed prior to wrapping and may remain visible after installation.

While Bay Image takes care to maintain a clean installation environment, minor specks of dust or debris may sometimes become trapped under the film, especially in recessed areas or large panels. These do not qualify as defects and are considered normal within industry standards.

Client should make Bay Image aware if there is a ceramic coating and or sealant on the paint of the vehicle prior to drop off. If vehicle is dropped off and Bay Image needs to remove a coating and or sealant, the client will be notified and there will be an upcharge added to the total cost of the project. This will be quoted by the hour of removal time.

## 7. DISCLAIMERS

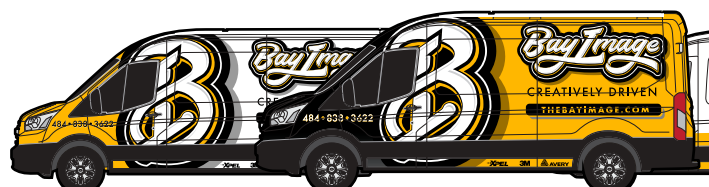
Bay Image does not guarantee that vinyl or PPF will not damage paint. We are not liable for paint issues that occur due to poor surface condition, repainting, flaking, oxidation, or underlying damage.

If you believe your vehicle's paint may be at risk, consult your dealership before installation. Bay Image is not liable for damage caused to compromised paint surfaces.

Minor imperfections, seams, or areas where the original paint shows through (such as edges, tight corners, or body lines) are considered normal and do not constitute improper installation. Minor specks of dust or debris under the film are also considered normal within industry standards and do not qualify as defects. Adhesive lines (also known as glue lines or distortion lines) may appear anywhere on the vehicle and are considered a normal result of pressure-sensitive adhesive film properties.

Any claims of physical damage to the vehicle or defects in installation must be supported by photo documentation taken at the time of pickup or within 48 hours of delivery. Claims made beyond this period will be considered invalid unless documented otherwise.

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## 8. COMMERCIAL WRAP LIMITATIONS

Custom printed wraps may not align 100% across all panels due to body lines and surface variation

Color variations from mock-ups are normal and do not require reprints

Wraps may not cover all painted surfaces; edge cuts are industry standard

Seams are common, especially on large panels

Customer-submitted graphics must be in vector format for best results

Reprints may vary in color from original prints

## 9. MATERIAL AVAILABILITY

If material is out of stock, customers may:

Leave the vehicle at Bay Image until material arrives, or

Pick up the vehicle and return for completion later

Full payment is still due before vehicle is released, regardless of completion status.

## 10. LIFESPAN & ENVIRONMENTAL EXPOSURE

Bay Image provides a 90-day limited warranty as outlined in Section 2. Beyond this period, the lifespan of the wrap or PPF is not guaranteed.

Premium wrap films typically last 3 to 5 years in Pennsylvania climate conditions. However, due to varying factors such as vehicle maintenance, parking conditions, exposure to sunlight, tree sap, road debris, and moisture, some wraps may degrade significantly sooner—sometimes in as little as 1 year or less.

Proper care and adherence to the maintenance guidelines in Section 5 are essential to maximizing wrap longevity.

PPF is designed to reduce damage from small impacts but is not indestructible.

## 11. EXCLUSIONS UNLESS SPECIFIED IN WRITING

The following areas are not included in standard wraps unless specifically stated in the quote:

Chrome Deletes (Chrome trims/grilles/emblems/etc.)

Wrapped wheels

Door jambs

Trunk jambs

Under hood areas

Inner door panels

Roofs on vans/SUVs

Customer acknowledges that these are extra services and not included unless listed in writing.

## 12. FINAL QUOTE IS BINDING

Only written quotes and invoices define the scope of work. Verbal discussions, social media posts, or employee comments do not override the signed agreement.

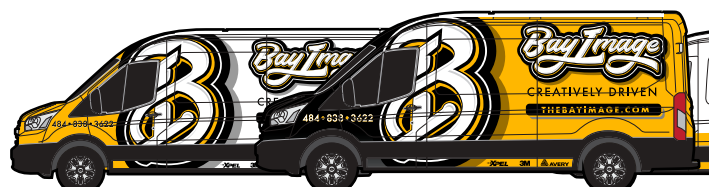
Customer confirms they have reviewed and agreed to the written quote or invoice, and understand that any items not listed are not included.

## 13. PAYMENT TERMS

To secure a booking and reserve your installation spot, a non-refundable 50% payment is required. This payment also covers the cost of ordering materials. If the customer cancels the project for any reason, this payment will not be refunded under any circumstances.

All balances must be paid in full before vehicle release, regardless of whether the project is complete or the customer chooses early pickup. Partial or paused projects still require payment for labor and materials used. Vehicles will not be released until payment is made in full. Any modifications or additions to the agreed scope of work after installation has begun must be approved in writing and may incur additional charges and delay the completion date.

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## 14. CHARGEBACK & PAYMENT DISPUTE POLICY

Claims of improper installation or damage must be resolved directly with Bay Image as outlined in Sections 2 and 6, not via third-party payment reversals.

Customer agrees that all payments made to Bay Image are final and non-refundable, except as explicitly stated in the Limited Warranty (Section 2). This applies to payments made via:

Credit card • Debit card • Bank transfer • Mobile payment

Online checkout or invoice links by booking services with Bay Image, the customer authorizes all charges for services performed and waives the right to dispute or reverse any payment unless Bay Image has first been contacted and has failed to address the concern in good faith.

If a chargeback is filed under any reason, including but not limited to "Defective/Not as Described," Bay Image will submit these Terms and Conditions, before/after photos, communication records, and proof of completed work as evidence to the financial institution.

If a customer proceeds with a chargeback:

These Terms and Conditions may be used as evidence of the customer's authorization. Bay Image will pursue full recovery of the disputed amount. The customer will be liable for all related legal fees, chargeback penalties, and collection costs. Unauthorized chargebacks will be treated as fraud and may result in legal action in small claims court or referral to a collections agency.

## 15. GOVERNING LAW & DISPUTE RESOLUTION

This agreement is governed by the laws of Pennsylvania. Any disputes shall be resolved via binding arbitration in Monroe County, PA.

## 16. PHOTOGRAPHY & DOCUMENTATION

Bay Image takes photos of vehicles before, during, and after service to document condition and defend against disputes. By proceeding with the booking process, the customer consents to this.

See Section 20 for information about public sharing and social media use.

## 17. ABANDONED VEHICLE POLICY

Vehicles left more than 5 days after job completion are subject to a \$75/day storage fee. After 20 days, the vehicle may be considered abandoned and subject to a lien.

## 18. LIMITATION OF LIABILITY

Bay Image is not liable for:

- Loss of business, time, or revenue
- Damage from third-party actions
- Issues caused by customer-provided designs
- Electronic or mechanical system errors resulting from necessary disassembly, wrap application, or related services
- Damage or malfunction to paint, sensors, trim, or accessories during normal wrap procedures where disassembly or access is required
- Faults resulting from prior bodywork, non-factory paint, or aftermarket parts
- Delays caused by third-party vendors, parts availability, or outside scheduling
- Loss or damage to personal belongings left in the vehicle
- Reinstallation or replacement costs for one-time-use parts or clips that must be removed during wrap installation for optimal results
- Maximum liability is limited to the amount paid for the service.

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## 19. VEHICLE SYSTEMS & WARNING LIGHTS

Some modern vehicles contain sensors and electronic systems that may trigger warning lights or fault codes when panels are removed, unplugged, or reinstalled during the wrapping process. While Bay Image takes every reasonable precaution, the customer understands that: Temporary or delayed warning lights (e.g., airbag, check engine, radar sensors, blind spot assist) may occur. These systems can be sensitive, and lights may appear days after service. Customers should notify Bay Image immediately if this occurs. Bay Image will inspect and assist with resolving such issues to the best of our ability. If we perform a repair and the issue returns or worsens, the customer agrees to notify Bay Image and return the vehicle for further inspection.

If a customer chooses to take the vehicle to a dealership or third party without allowing Bay Image the opportunity to resolve the issue first, Bay Image is not responsible for third-party diagnostics, dealership charges, or any resulting claims. In cases where dealership involvement is necessary, Bay Image reserves the right to manage the repair process directly, which may result in lower costs and better outcomes.

## 20. MEDIA USE AND SOCIAL SHARING

Bay Image regularly documents the wrap and PPF process for promotional and educational purposes. This may include photos, video recordings, or behind-the-scenes content featuring the customer's vehicle.

By booking services with Bay Image, the customer grants permission to film, photograph, and publish media content of their vehicle during and after service. This content may be used on websites, social media platforms (e.g., TikTok, Instagram, YouTube, Facebook), advertisements, and other promotional materials.

If the customer does not wish for their vehicle to appear in media, they must notify Bay Image in writing prior to the start of the project. Requests to remove previously published content are not guaranteed but will be considered upon reasonable request.

## 21. PROJECT TIMELINE & TURNAROUND EXPECTATIONS

Bay Image aims to complete most full vehicle wraps within 7 to 14 business days, depending on the complexity of the vehicle and scope of work. However, certain vehicles, surfaces, or added services may require more time.

The following factors may extend turnaround time:

- Original paint color requiring extra coverage
- Gaps between panels that are unusually wide or tight
- Complex disassembly and reassembly
- Aftermarket parts that require custom wrapping techniques
- Use of specialty or difficult-to-install vinyl films

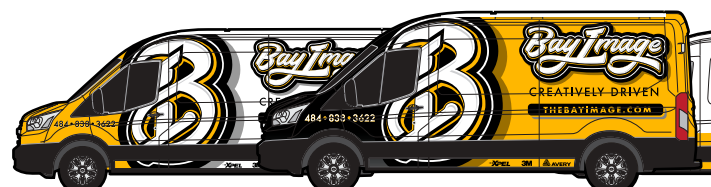
Material availability or need to order additional film

Added services such as:

Chrome deletes • Ceramic coating • Paint correction or detailing prep

Partial wraps typically require less time than full wraps, but are still subject to shop scheduling and material delivery timelines. Bay Image will provide updates during the process and make every effort to meet estimated timeframes. However, no guaranteed completion date is implied or promised, and delays will not be grounds for refunds or chargebacks. Bay Image is not responsible for providing or reimbursing any customer transportation, ride share, rental, or lodging accommodations during the duration of the project, regardless of delays or extended timelines.

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## 22. ENTIRE AGREEMENT

This document outlines the full terms of service provided by Bay Image and supersedes all prior communications. No changes are valid unless made in writing and expressly accepted by Bay Image. Once a deposit on a project is made, the customer has officially agreed to Bay Image Terms & Conditions. If a project design is started and or a client asks to see a design prior to payment they can not use that design for their own use, as Bay Image would still own the rights to the design. We have the right to decline the option to design before a deposit and if we make the acceptance, the client understands they are now responsible for the agreed upon deposit amount as the project itself has now started. If the client decides to get the work done elsewhere a fee of designed time per hour will be sent to the client as owed time. If a client would like to use the design elements created in the wrap design, a release fee will be added to the clients bill. Fee subject to change but will range from \$1,000 - \$2,000 depending on the amount of time worked on a project. Design time paid does not mean the client now owns the rights to their design. That is a separate fee.

Thank you again for choosing Bay Image



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