

Terms & Conditions

Supply only and Supply and Fitting of Vinyl Lettering to Vehicles

1. Introduction

These Terms & Conditions ("Terms") outline the agreement for the supply only or the supply and professional installation of vinyl lettering ("Service") to your vehicle by our company (Alien Group Ltd). By requesting or accepting our Service, you ("Customer") agree to comply with these Terms and conditions.

2. Eligibility

Our Service is available to individuals or businesses who are legally able to enter into binding contracts. By engaging our Service, you confirm that you have the necessary authority over the vehicle in question.

3. Orders & Quotations

- All quotes are valid for 30 days unless stated otherwise.
- Orders are confirmed once you approve the design and agree to the quoted price in writing.

4. Vehicle Preparation

- Customers must ensure vehicles are clean and free of wax, polish, and debris before installation.
- We reserve the right to charge for any additional cleaning required prior to fitting.

5. Vehicle condition

- Alien Group Ltd will not be liable for the condition of the paintwork on any vehicle. We use industry standard transfer paper to apply the graphics. Upon removing the transfer paper or excess vinyl after application, we will not be held responsible or accountable for any paintwork or coverings that may come off during this process that generally means the paintwork is not adequate.
- Where Alien Group Ltd has been requested to remove old vinyl's from a vehicle, We will not be held responsible or accountable for the condition of the paintwork underneath or around the old vinyl's that may come off during this process. In any instances we shall stop works and advise accordingly. The customer must then decide if we are to proceed with the removal. The customer will still be liable for the full job cost of any vinyl produced at the full cost less any fitting charge that may be due.

6. Supply and Fitting

- We supply and fit vinyl lettering per the approved design.
- Any deviation to the design on the day of fitting will be at our discretion if there are un-notified obstructions to the areas where the initial design was placed and agreed.
- Installation will be carried out at the agreed time and location.

- We reserve the right to reschedule in the event of adverse weather or unforeseen circumstances.

6. Production

- We supply and fit vinyl lettering per the approved design.
- Colours may deviate slightly from the design proof due to the difference in screen visuals and vinyl or print colours available to us.
- Printing of vinyl graphics may look pixelated on close inspection. The output will be of a quality that will look adequate from a distance of over 3-4 meters away. In any such circumstances we will advise of this at the design stage where we feel the quality is too low for production. All printing will be produced based on the resolution of the supplied image or artwork.

7. Design and Proofing

- We will provide a visual proof for approval before production and installation.
- It is the Customer's responsibility to check all details and spelling before giving approval. This includes ensuring the vehicle is the same shape as the design visual.
- We are not liable for errors or omissions once the Customer has approved the proof.
- Any mistakes found after the design has been approved will be rectified at the cost of the customer to reproduce the vinyl graphics. In addition, any revisit to correct will be charged for at our hourly rate inclusive of travel expenses incurred.

8. Payment Terms

- A deposit is required on all orders unless agreed in writing. A deposit only secures the commitment of the fitting date agreed and does not by any means cover the costs of materials, time and effort including design time.
- Payment is due in full upon completion of the installation unless agreed otherwise in writing.
- Late payments may incur charges as permitted by law.

9. Warranty & Liability

- We warrant our materials and workmanship for 12 months from the date of installation under normal use.
- The warranty does not cover damage caused by accidents, misuse, improper cleaning, or environmental factors.
- Our liability is limited to the cost of re-supplying or re-fitting the vinyl lettering.

10. Care Instructions

- Do not wash the vehicle for at least 48 hours after installation.
- Avoid using high-pressure washers and abrasive materials on vinyl areas.

11. Cancellations & Changes

- Cancellations must be made in writing prior to production. Fees may apply if materials have been ordered or work has commenced.

- If an order needs to be cancelled, the customer is still liable to pay the full cost without the fitting cost incurred. In such instances all vinyl graphics will be shipped to the customers address and the invoice must be paid in full immediately.
- Design changes after approval may incur additional charges and cause delays.

12. Intellectual Property

- All design templates and artwork remain the property of the Alien Group Ltd unless otherwise agreed.
- You warrant you have rights to use any supplied logos, trademarks, or artwork.

13. Force Majeure

- We are not liable for delays or failures caused by events beyond our reasonable control, including but not limited to extreme weather, accidents, or supply shortages.

14. Governing Law

- These Terms are governed by the laws of the jurisdiction where the Provider operates.
- Any disputes will be subject to the exclusive jurisdiction of the local courts.

15. Contact Information

Please contact us with any questions or concerns about these Terms or your order.