

Vehicle Wrap TERMS AND CONDITIONS



COLOR MATCHING:

To ensure colors are printed correct, Customer is responsible for providing Pantone Color Specs, Color Samples and asking Sign Ops. to Print Color Samples on vinyl material before production.

When supplying your own artwork, make sure it's high-resolution- at least 300 DPI (dots per inch) and send in a file format like (.jpeg .tif .pdf .eps .ai) Never send logos or images taken from your WEBSITE or a Business card- they offer poor resolution and quality. Remaking logos and acquiring high resolution images will result in higher costs for the design.

Sign Ops. is not liable for color match prints and low resolution prints unless color specs and vector files are provided by the customer.

PAYMENT TERMS: We can not start your project, do any mock-ups or confirm installation dates until deposit payment is made. Customer or assigned agent completing the Customer Information sheet agrees that they are the responsible party for payment of services requested. Customer or assigned agent agrees to make full payment prior to vehicle release and agree to be responsible for all collection fees including attorney fees and court costs for any unpaid balances at the interest rate of 18% per annum. Any materials for the customer's job is 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 Sign Ops. A fee of \$30.00 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. We don't take credit card payments over the phone. 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 hour to cancel and change the installation appointment date, If you miss your install appointment date there will be an additional \$30 CHARGE.

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. Any invoice that is not paid at the time of delivery is considered past due and the customer is responsible for all collection fees including but not limited to attorney fees and court costs for unpaid balances at the interest rate of 18% per annum. 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. Customer shall identify to Sign Ops. in writing any dispute concerning an invoice within ten days of the date of the invoice. If disputes are not identified in writing within the ten-day time frame the customer has accepted the job and the invoice. Customer must contact Sign Ops. of any and all work in dispute, accompanied by written explanation. After investigation, if an error is found on our behalf we will make appropriate corrections.

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 art work 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 is no refunds. If an issue arises the customer must submit their complaint in writing and give Sign Ops. the opportunity to see the issue and try and resolve the issue prior to pressuring any legal actions. Since all wrap installations are customized to the customers specifications Sign Ops. must be given the opportunity to address any issues, including removal and re-installation time (if deemed necessary by Sign Ops.), before the client issues a credit card charge backs or check cancellations.

SINCE IT IS CUSTOM INSTALLED TO THE CUSTOMERS SPECIFICATIONS ONCE THE VINYL IS INSTALLED ALL CONTRACTS ARE FINAL AND NO MONETARY REFUNDS WILL BE ISSUED.

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. Sign Ops. 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 \$20 if we have to wash your vehicle. There will be an extra Charge of \$60.00 per Hour for removing Vehicle Emblems, Mirrors, Door Handles and/or existing vinyl. Sign Ops. is not liable for any damage if asked to remove any parts from 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-channelled 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 does 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 bond 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 filler must be sanded, epoxy primed and finished with OEM (Original Equipment Manufacture) 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.

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. Sign Ops. 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 manufacturer of the product and all warranties are ordered through the manufacturer of the product the customer specifically ordered. For warranty information you must visit the manufacturer website or brochure for specific information regarding the product(s) you ordered. Sign Ops. is the installer of the product, not the manufacturer. 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 manufacturers guarantee the material to last upto 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 cost.
- 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 it 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 complete. It is up to the customer to maintain it.

PRINT, DESIGN AND PRODUCTION: (50% Deposit is non refundable if customer decides to cancel for any reason) Customer is responsible in providing company logo in high quality and the correct information. AN ADDITIONAL \$75 AN HOUR FOR LOGO REDO. When Design is included with price and Sign Ops. owns design unless purchased by customer (includes 3 hours of design up to 2-3 mockups), after 3 hours of design it will cost \$85 per additional hour. There will be an additional charge for any graphics purchased. Excessive artwork changes and corrections will be charged at shop hourly rate of \$85.00 an hour.

1. Artwork, supplying your own artwork in VECTOR FORMAT files .ai or .eps and High Resolution 300 dpi .jpegs or .tiff and include Pantone Color Specs To ensure colors are Printed correctly.

Remaking logos and acquiring high resolution images will result higher costs for the design.

2. Design- This is the longest part of the vehicle wrap process, it can take anywhere from 5 to 40 hours, depending on the complexity of the design and style of vehicle. Certain graphics may have to be specially cut and contoured to fit parts of the vehicle, which can take longer.

Mock-up template is rendition is an artistic representation of what your graphics will look like. Sign Ops. reserves the right to slightly modify certain measurements and/or areas to accommodate production and installation. As this color rendition is generated by computer, the colors may vary slightly from actual decal material.

COLOR MATCHING:

TO ENSURE COLORS ARE PRINTED CORRECT, CUSTOMER IS RESPONSIBLE FOR PROVIDING PANTONE COLOR SPECS, COLOR SAMPLES AND ASKING SIGN OPS. TO PRINT COLOR SAMPLES ON VINYL MATERIAL BEFORE PRODUCTION.

Sign Ops. is not liable for color match prints unless specified by the customer. Reprints will result in an extra charge to Re-Print and Re-Wrap. Reprints prints may also be slightly different shade from last print due to humidity & temperature. There may be small bandwidth on prints when seen close up, but wraps are meant to be seen 6ft away. There are no refunds, reprints or redo's, because this is out of our control.

When design is completed and approved, Sign Ops. is not responsible for typographical and color errors. All Artwork remains with Sign Ops. unless customer has specifically paid for the Artwork on invoice. All copyrights belong to Sign Ops..

4. **Printing-** Vehicle wraps are printed in multiple panels and carefully pieced together during installation. After printing the wrap, eco-sol ink needs 4-6 hours to "gas out" this prevents the vinyl from bubbling or wrinkling during installation. Hp Latex inks will come out completely dry and require no out gassing.

5. **Installing-** Your vehicle needs to be thoroughly clean so that the wrap will adhere properly. You would need to wash your vehicle before you leave it with us. Taking it through a high pressure car wash that uses powerful detergents should clean off most grime and debris.

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.

CHANGES/CORRECTIONS/ERRORS: It is up to the customer to provided all the correct information. If artwork was provided by the customer, Sign Ops. is not responsible for any errors or quality of images or artwork. Once artwork is approved by customer any changes done before and after production will have an extra cost depending on the size of the reprint and time of design making the changes.

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

On Printed Wraps, What to expect:

- Door handles will not be wrapped
- On Vans, busses, and large vehicles, bumpers will not be wrapped
- Wheel wells will not be wrapped.
- Running boards will not be wrapped.
- In severe channel areas will not be wrapped to prevent wrinkling, lifting and bubbling.
- There will be seams and overlaps.
- The vinyl may lift in difficult areas.
- There could be bubbles & wrinkles in difficult areas.
- Final color may slightly print different than the Digital Proof unless customer provided pantone color match.
- There may be bandwidth on prints visible in close proximity.
- Reprints may also be slightly different shade from last print.
- Templates are mock-ups, vinyl placement may be different due to curvature and size

REMOVAL: To remove your vinyl material should last you 3-5 years, depending on how well you maintain it. When it's time to take it off, our pro installers can cleanly remove a wrap. Price of removal is \$75 an hour. When estimate is given, its just an estimate based on how many hours we think its 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. Sign Ops. is not responsible for the condition of the paint and body when removing old vinyl.

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. Sign Ops. is NOT RESPONSIBLE FOR ANY PROPERTY LOSS. There is 90 days warranty on lifts and bubbles.

VEHICLE STORAGE FEES: There are no storage fees since we will come to your location and install your wrap.

If you have any questions about any part of this policy, feel free to contact us, we will be glad to go over any or all of these terms with you. Thank You.

Sign Ops.
222 Deer Trace
Prattville, AL. 36067
334.207.4103