



Terms & Conditions

1. General Agreement

By approving artwork, paying a deposit, scheduling installation, or allowing work to begin, the customer ('Client') agrees to all terms and conditions outlined herein with Visual Connection Graphics. These terms apply to all vehicle wraps, partial wraps, decals, printed graphics, lettering, wall graphics, and related services.

2. Estimates & Pricing

All estimates are valid for 30 days unless otherwise stated. Pricing may change if vehicle condition differs from what was disclosed, additional labor is required, existing graphics or adhesive are present, or design revisions exceed included revisions.

3. Deposits & Payments

A non-refundable deposit of 50% is required before design, production, or scheduling begins. Final payment is due upon completion unless otherwise agreed in writing. Vehicles will not be released until payment is received in full.

4. Design & Artwork Approval

Client is responsible for reviewing and approving all artwork before production, including spelling, phone numbers, colors, layout, sizing, and placement. Once artwork is approved, Visual Connection Graphics is not responsible for errors.

Designs created by remain their property; client logos/images are exempt. Client assumes full responsibility for any copyright or trademark issues in supplied artwork. All designs created by Visual Connection Graphics remain the exclusive property of and cannot be used, reproduced, or altered without written permission. Any client-supplied logos or images remain the property of the client or respective owner and are exempt from the above ownership clause.

5. Vehicle Condition Requirements

Client must disclose previous wraps, repainted panels, body damage, rust, oxidation, ceramic coatings, or fresh paint. Visual Connection Graphics is not responsible for paint lifting, clear coat failure, rust exposure, or adhesive pulling damaged paint.

The vehicle must be fully cleaned prior to installation. A wash with water and Dawn® dish soap (avoiding tire shine, waxes, or sealers) is recommended. A \$500.00 cleaning fee may be assessed if the vehicle is not adequately cleaned, which could also delay completion.

6. Wrap Removal Risks

Removal of existing graphics or wraps carries inherent risks. Visual Connection Graphics is not liable for paint damage, clear coat peeling, adhesive residue, surface damage, or differences in paint fading.

Wrap Removal (Windows) Removal may involve heat and chemicals. Visual Connection Graphics is not liable for surface or coating damage, especially on windows with special finishes or if removal occurs more than 1 year after application.

If clean removability or temporary application is required, the client must inform Visual Connection Graphics before the final quote.

7. Installation Terms

Installation dates are estimated and may change due to material delays, weather, mechanical issues, or production complications. Visual Connection Graphics is not liable for delays outside its control.



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8. Wrap Care & Maintenance

Client agrees to properly maintain the wrap by hand washing when possible, avoiding abrasive cleaners, avoiding pressure washing, and avoiding automatic car washes with brushes. Hand washing is recommended for the first few days; avoid direct sunlight for 2-3 days post-installation to allow proper adhesion and curing. Use only vinyl-safe cleaning products.

9. Warranty

Visual Connection Graphics warrants installation workmanship for 6 months from installation date under normal use conditions. Warranty against installation defects (e.g., peeling/lifting). Material warranties are limited to manufacturer warranty terms. Warranty does not cover abuse, accidents, pressure washer damage, chemical exposure, vandalism, or improper care.

Warranty applies only to OEM paint less than 5 years old; otherwise, failures due to compromised paint are not covered.

10. Print & Color Variations

Printed colors may vary from digital proofs, prior prints, or manufacturer samples. Metallics and specialty films may vary under different lighting conditions. Panel seams and overlaps are standard in the wrap industry. Exact Pantone/PMS color matches cannot be guaranteed.

11. Storage Fees & Vehicle Pickup/Scheduling & Cancellations

Vehicles must be picked up within 4 days of completion notification. Storage fees of \$25 per day may apply after that period. Scheduling dates may change if deposits are delayed.

12. Cancellations & Refunds

Deposits are non-refundable once design work, material ordering, or production begins. Custom printed materials cannot be refunded after printing. Canceling or rescheduling less than 48 hours before the scheduled date incurs a \$150 fee.

13. Limitation of Liability

Visual Connection Graphics liability is limited to the amount paid by the Client for the specific service provided. Visual Connection Graphics is not liable for loss of income, business interruption, or indirect damages.

14. Photography & Marketing Use

Unless otherwise agreed in writing, Visual Connection Graphics may photograph completed projects and use them for portfolio purposes, social media, advertising, and marketing materials.

15. Abandoned Vehicles

Vehicles left unpaid or unclaimed beyond applicable legal time frames may be subject to storage liens or other legal remedies permitted by law.

16. Customer Responsibilities

Client agrees to maintain communication, approve artwork promptly, ensure the vehicle is mechanically operable, and inform Visual Connection Graphics of any known issues.



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17. Wall / Windows-Specific Terms

The wall or install area must be properly prepared. All furniture and obstructions must be at least 5 feet away from the area being wrapped to allow room for installers. Adequate access must be provided, including any personnel needed to grant entry. Adhesion Test: An adhesion test must be performed to ensure the wall's surface meets adhesion requirements prior to printing.

If you choose to paint before applying vinyl, use a latex paint such as Sherwin Williams Cashmere Interior Acrylic Latex or Sherwin Williams Pre-Catalyzed Water-based Epoxy (DPK45W00151 / DPK46W00151). Avoid low- and no-VOC paints, as well as stain-blocker or stain-resistant paints. Follow manufacturer paint-curing guidelines (typically 24-30 days before installing vinyl)

Removal may involve heat and chemicals, and Visual Connection Graphics is not responsible for any damage to the wall or surface. Wall wraps are generally intended to be permanent (akin to a painted mural). If clean removability is required, the client must notify Visual Connection Graphics prior to the final quote.

The window or install area must be properly prepared. All obstructions must be at least 5 feet away, with clear access for installers. Sufficient access and on-site personnel must be provided to facilitate entry and exit. Some window films are not recommended for: Non-vertical surfaces, windows with built-in heating, defrosting elements, or wipers. Windows with specialized anti-reflection or scratch-resistant coatings (these may be damaged upon film removal) Locations that impede or restrict emergency exits

18. Force Majeure

Visual Connection Graphics is not responsible for delays caused by weather, supply shortages, natural disasters, labor disruptions, equipment failure, or other events beyond reasonable control.

19. Governing Law

These terms shall be governed by the laws of the State of New Mexico.

20. Acceptance

By signing below, the Client acknowledges they have read, understood, and agreed to these Terms & Conditions.

Client Information

Client Name: _____

Company Name: _____

Phone: _____

Email: _____

Vehicle: _____

VIN: _____

Date: _____

Client Signature: _____

Visual Connection Graphics Representative: _____