

Artwork, Print, and Installation Terms and Conditions

Seller: Wicked Wraps **Customer:** _____

Project or Order Number: _____

Sales and Installation Policy:

Thank you for choosing **The Seller** as your graphics provider, an industry leader in Vinyl Wraps and Digital Graphics. All products manufactured or sold, and its subsidiaries are custom made to order. There are NO RETURNS or EXCHANGES ON ANY PRODUCTS. Any changes to product orders must be made prior to order confirmation. We have established a reputation for providing great products at great prices. Diligent effort is made prior to manufacture of the product to ensure accuracy and maintain complete **The Customer** satisfaction with the product. We do not offer any product warranties beyond defective products at the point of purchase. All products are custom made to order, and therefore there are no returns.

Wraps look so much like paint that this often causes confusion. Before **The Seller** begins, **The Customer** must understand exactly what a wrap is and what **The Customer** expectations should be.

The technology of our printed vinyl emulates paint, however it is still not paint. Do not expect an inkjet printed vinyl wrap to cover and look exactly like paint or in all the same places look exactly the same. The vinyl has limits and can only stretch so much before it changes color or loses adhesion. Extreme curves and deep pockets can exceed the limits of how far the material can stretch. In some cases, relief cuts have to be made into the vinyl that will reveal a small amount of the underlying substrates color under the vinyl. In some cases a patch may need to be installed to conceal the substrates original color. Small bubbles or wrinkles may appear in your final wrap. This is normal with ANY graphic installation of super large vinyl graphics. The best installers in the world have occasional bubbles, wrinkles, and some edge recession around tightly stretched compound curves, this is normal. This has more to do with the vinyl's limitations rather than install quality. **The Customer** may see small wrinkles or bubbles in difficult areas or even a small cuts where the installer was trimming the vinyl in a difficult area. A wrap is a two dimensional print is being applied to a three dimensional object and due to minor variances in the accuracy of the design templates, the positioning of a the wrap can vary from the proof by a few inches throughout the entire length of the finished object. This is normal and wraps need to be designed with this in mind. If **The Seller** is contracted to remove pre-installed vinyl, installed by a company other than **The Seller**, **The Seller** will make every effort to remove the existing vinyl, but will not be held responsible for any damage they may occur to the surface of the underlying substrate after removal. This is due to the fact that not all pre-installed vinyl's are designed to be removed. In many cases pre existing vinyl's are non-removable. If this is the case, **The Seller** will wrap over the existing vinyl with vinyl designed for vehicle or watercraft graphics. When wrapped over existing vinyl strips or letters, though the underlying vinyl's color will not show through, the new wrap is so thin on top that there will be evidence that there is old vinyl underneath the new vinyl. It is standard procedure in our industry to wrap over existing graphics per **The Customer**'s approval when it cannot be removed using conventional methods. **The Seller** will not be held responsible in anyway if **The Customer** are not happy because the existing graphics were not able to be removed using conventional methods of removal.

Wraps are self-adhesive vinyl that will only adhere well to catalyzed paint and glass. Poor surface paint or clear coats, a re-sprayed surface, or poor quality/rusted paint work will not allow the vinyl adhesive to stick properly and the adhesive may fail. **The Seller** will apply vinyl wraps under adverse substrate conditions at the direction of the only, however **The Seller** is not responsible if the wraps fails to adhere to the substrate.

Digital production sizes have a variance of +/- .50 inches. **The Seller** will produce a reduced size digital print of the artwork for approval if requested by **The Customer**. By waiving this offer **The Customer** agree to accept **The Seller** best judgment and discretion in the production of **The Customer** graphics order, and will provide payment for the graphics as manufactured. **The Seller** will not be responsible for the costs of remaking or replacing the graphics due to layout, color, and/or other changes or revisions not noted prior to production. Also note that PMS colors can only be approximated using digital production methods. Additional changes, proofs, or revisions will require production charges. Where artwork is supplied by the you **The Customer**, it is your responsibility to ensure the artwork is in a "print ready" format. It is the responsibility of the your designer to check the dimensions and layout of the actual vehicle(s). Contact **The Seller** for exact specifications of what is needed to complete the project. Any modifications or corrections made to **The Customer** artwork by **The Seller** will be billed at our hourly shop rate. When **The Seller** provides the artwork, it is essential **The Customer** fully checks the final proof with the project for design compliance and to check for any variations (e.g.; colors, spelling, etc., style of lights, positioning of handles, moldings, cleats and other major or minor variations). **The Seller** design process, if included with the project, allows for submittal of the final design, and two cycles of revisions to the artwork. Additional revisions shall be completed at our normal hourly shop rate.

Customer Approval by: _____ **Print Name:** _____ **Date:** _____

A substrate is any, surface, but not limited to, vehicles, boats, walls, floors, glass, etc. that vinyl may be applied too.