

TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS, TERMS OF PAYMENT, LEGAL FEES, AND DISPUTES: The customer agrees to make full payment prior to the release of the vehicle. The vehicle or products will not be released until full payment has been processed accordingly. We will not start your project or lock an installation date until a deposit is made, your deposit is your confirmation to the installation dates agreed. We do not lock in installation dates 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 Maximus Printing 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 Maximus Printing 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.

PAYMENT TERMS: We can not start your project, do any mock-ups or confirm install dates until 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 Maximus Printing. A fee of \$35.00 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 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 24hour to cancel and change the installation appointment date, If you miss your install appointment date there will be an additional \$40 CHARGE.

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 for 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 Maximus Printing 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 Maximus Printing must be given the opportunity to address any issues, including removal and re-installation time (if deemed necessary by Maximus Printing), 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 VEHICLES' PAINT SURFACE PRIOR TO THE VINYL BEING

INSTALLED.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. Maximus Printing 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 \$50 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. Maximus Printing 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-channeled 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 bod of the paint and its finish to the vehicle substrate. 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. Areas repaired with body filer must be sanded, epoxy primed and finished with OEM (Original Equipment Manufacture) paint or clear coat. 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. **All vinyl material needs to be applied to “like new” vehicle finish for the best results.** 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. Maximus Printing will not be held liable.

ONCE INSTALLED 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: All materials are installed per the customer or authorized representative's request. We are not the manufacture of the product and all warranties are ordered through the manufacture of the product the customer specifically ordered. For

warranty information you must visit the manufacture website or brochure for specific information regarding the product(s) you ordered. Maximus Printing is the installer of the product, not the manufacture. 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 manufactures guarantee the material to last from 5 to 10 years, the actual life span of a vehicle wrap will be considerably less more or less 3-5 years. **No warranties on Chrome, Plastic and Non Factory Finished paint.**

AFTER CARE: We recommend **HAND WASHING ONLY** for the first week and thereafter if possible. Keep the car out of direct sunlight for the first 2-3 days after installation. Do not pressure wash the car. Do not wash the car in machine carwashes. If using high-pressure sprayers after 30 days stay at least 3-4 feet away from the vinyl material at all times. We recommend when cleaning to use only vinyl material safe products like soap and water, avoid any harsh chemicals of any kind that can deteriorate the vinyl material. Avoid using abrasive washing clothes as well as drying towels. **NEVER WAX or CLAY BAR**, It will cause the vinyl material to turn yellow and crack. **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 taken from our shop. It is up to the customer to maintain it.

VEHICLE STORAGE FEES: Vehicles left beyond the authorized pickup day (definition of authorized pickup day: is the date vehicle is ready to be picked up and the client has been notified) will be charged \$35.00 per day, per space occupied, until the vehicle or vehicles have been picked up and paid for.

CHANGES/CORRECTIONS/ERRORS: It is up to the customer to

provided all the correct information. If artwork was provided by the customer, Maximus Printing 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.

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 \$50 AN HOUR FOR LOGO REDO. When Design is included with price (includes 3 hours of design 1 mockup), 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. Final color may print slightly different than the computer screen proof and print proof. When Color Matching, there is no warranty we can print the exact color . Reprints and multiple prints may also be slightly different shade from last print due to humidity & temperature, there are no refunds, reprints or redo's, this is out of our control. Once artwork is approved, there is absolutely no changes to artwork because it's already in production. If there are any changes after or during production customer will have to pay extra for corrections and new prints.

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 proof. Reprints may also be slightly different shade from last print.

REMOVAL: Your vehicle's vinyl material should last you 3-5 years, depending on how well you maintain it. When it's time to remove it, our pro installers can cleanly remove a wrap. Price of removal is \$85 an hour. When estimate price 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. Maximus Printing 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. Maximus Printing is NOT RESPONSIBLE FOR ANY PROPERTY LOSS. There is 90 days warranty on lifts and bubbles.

I _____ agree with all terms and conditions provided by Maximus Printing.

_____ / ____ / ____
Customer Signature