



P.O. BOX 802 San Fernando, CA. 91340
Tel: (818)470-9808

Terms and Conditions

Reasonable & Unreasonable Expectations from your Vehicle Graphics

Throughout our experience installing short-term and long-term vinyl on most types of vehicles, we have developed a set of guidelines for what you should and should not expect from your vehicle graphics and our installation team.

In all cases the vinyl we install on your vehicle is put on with a set of vinyl application tools and is applied by hand. We clean your vehicle with all the correct and approved chemicals and remove all objects we can to make the installation as successful as possible. Once this is completed, we then secure the graphic panels to the vehicle to make sure they will line up on the vehicle as they were designed.

When installing, we attempt to make a clean transition between the graphics on the sides to the back, sides to the front and so on. This could be difficult to achieve depending on the body lines of the vehicle, especially if they are not in favorable places. The same is true of the front of the vehicle and the roof. On passenger vehicles, in almost all cases it is next to impossible to line up the sides with the back graphics and the side with the front of the graphics. A compound curve is a part of the vehicle that has two surfaces going in two different directions; all compound curves require us to stretch the vinyl or piece in the vinyl to cover these areas. This can sometimes cause problems with the graphics. To prevent these problems, it is advisable to use a generic graphic background in these areas. Some vehicles have body indents (i.e., Hummers) and since we cannot stretch the vinyl to exceed the industry standard recommendations, we are forced to cut the vinyl and cover only the areas that are viewed from a straight-on view of the vehicle. Areas around door handles, mirrors, door locks, wiper motors, antenna, roof rack, etc. are very difficult to make look perfect, and it is very common to cut the vinyl around these areas and piece in extra vinyl to cover the extra body areas that the vinyl could not cover up.

You can expect that the vinyl could have small wrinkles and bubbles and minor imperfections. You need to understand that this is not paint. If you expect a perfect vehicle graphic that is flawless, then an airbrush paint job is the best way to proceed. You can expect to 4 to 10 times the price for this "permanent" graphic. This is not a service that GRAFIKOS offers. We always do our best to make your vehicle graphics look as good as possible, and we stand behind our work. Our rule is that if the vehicle looks great from 4 feet away, this is considered to be a successful wrap. If you have any problem with your vehicle graphics, you need to contact GRAFIKOS immediately so we can fix the problem. Letting the problem go could cause the problem to get worse and possibly not fixable.



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VEHICLE GRAPHICS WARRANTY

The following is a list of items on vehicles and their warranty:

Vehicle Body Areas & Parts	Manufactures Warranty	Notes & Suggestions
Hood Vinyl	2 Years	Wax will prolong the life on the graphics
Drive Side Vinyl	5 Years	Wax is recommended
Back Vinyl	5 Years	Wax is recommended
Pass Side Vinyl	5 Years	Wax is recommended
Roof Vinyl	2 Years	Wax will prolong the life on the graphics
VW Bug Fenders	None	Wax will prolong the life on the graphics
Bumpers	None	Wax will prolong the life on the graphics
Mirrors, etc.	None	Wax will prolong the life on the graphics
Side Window Perf	2 Years	Do Not Wax or Coat, Do Not Scrape
Back Window Perf	2 Years	Do Not Wax or Coat, Do Not Scrape
Compound Areas	None	Wax will prolong the life on the graphics

If the graphics fails in the first 90 days, we cover this under GRAFIKOS Warranty. Over the 90 days, we follow the above chart for warranty support from the manufactures.

The manufactures warranty does not determine the time at which film will fail, on the contrary, the film in most cases last much longer than the manufacture warranty's but as a result of the care not taken of most vehicle graphics, the manufacture has no choice but to limit the warranty. The message is that if you look after your graphics, they will look beautiful for years!

This document was designed to help you and us insure that all the proper steps are taken to prepare and install your vehicle graphics. This document has two parts: the first is the information you need to know before we start installation; and the second part of this document is for you to complete, sign, and fax back to us before we can proceed with your installation.



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Installation Terms and Conditions

GRAFIKOS is proud of the fact that we use only the best trained installers along with the highest quality materials. Warranty will not be honored if the following rules are not followed:

Cleaning

1. All vehicles must be cleaned/washed before we accept them for installation. If the vehicle does not come to us clean we will charge a \$100 fee for small to midsize vehicles and an hourly charge of \$100 per hour for larger vehicles (i.e. pick-ups, vans, trucks, buses, etc.). We will then wipe down the vehicle with a certified cleaning agent as part of the preparation process to remove any dried up soap or visible water spots. All existing graphics should be removed prior to installation (GRAFIKOS charges for removal of old graphics, call for pricing). If the graphics cannot be removed cost effectively, we will remove all parts of the existing graphic that is not securely mounted/installed on the vehicle.

Painted Surfaces

2. All vehicles must have a proper paint finish (automotive grade paint, NOT PRIMER). All paint must be clean without rust or corrosion. If the vehicle's finish (body and paint) is not in good condition, all vinyl installed will not be warranted by the vinyl manufacture or GRAFIKOS.

Extras (Accessories on Vehicles)

3. All extras options on the vehicle that inhibit the installation of graphics must be removed by the customer. Examples are: RV awning, ladders, special lights, speakers, roof racks, etc. If we are required to remove these items, there will be an additional fee to remove them (will be included in estimate) and reinstall these items. Items that we will remove at no charge are mirrors, reflectors, lights, and small emblems. GRAFIKOS is not responsible for any damage caused due to the removal or reinstallation of these items.

Contours

4. The vinyl manufacture only warrants vinyl graphics that were properly installed according to specs from these companies. The vinyl must not have been stretched over the industry standard limit per foot. This means that the vinyl manufacture will not warranty vinyl on vehicles where contours have been made and extend beyond such industry standard. All compound curves on the following vehicles do not qualify for a warranty when wrapped: VW Bug, Hummer, most passenger and small vehicles. We will install, at your request only, the vinyl on rubber parts of the vehicle (around windows, doors, etc.) but the vinyl



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manufacture or GRAFIKOS will not warranty this part of the job. All surfaces that are not vertical are subject to a lessor warranty due to the fact that all materials are warranted based on a vertical surface.

Window Installation

5. If you have chosen to have an over laminate on your window perf graphics, we must cut to within $\frac{1}{4}$ of an inch of the edge of the glass and then will be edge-sealed $\frac{1}{4}$ of an inch around the cut areas of the glass to prevent the window graphics from lifting. All glass surfaces covered with Window Perf and over laminated carry a one-year warranty, all window surfaces covered with Window Perforated Film that is not over laminated, carries a two-year warranty.

Other Warranties

6. All stainless steel surfaces carry a 2 year warranty. All diamond plate and surfaces like diamond plate will not be covered. Mirrors are not covered or warranted. Vinyl is not installed on cylindrical items on the vehicle (pipe assemblies like roll bars, brush guards, etc.) The law prohibits us from installing graphics on the front windshield, driver's window or passenger's front window. Wheel graphics are not warranted.

Measurements

7. GRAFIKOS offers a vehicle measurement program. For an on-site vehicle measure and inspection, a charge of \$75 is applied for each site (not limited to quantity of vehicles). When you place your order with GRAFIKOS, the measurement fees that were charged for the vehicle will be credited back on that job's invoice. We strongly recommend that all vehicles be measured by a GRAFIKOS employee to insure that graphics are designed properly to fit the form of the vehicle. If the vehicle is not available for us to measure, GRAFIKOS cannot guarantee the graphics (images) to fit properly and will not be held liable for said graphics.

Installation

8. When we install graphics on a vehicle we use an industry standard squeegee to prevent scratching the laminate film. Even with the preventative steps we take it is still possible to end up with small scratches in the over laminate, these fine scratches do not affect the vinyl film or the warranty. Along with the squeegee we use sharp blades to cut the film on the vehicle, all areas where there is body panel seams or areas where the vinyl could lift due to hard lines in the body or connection points, we cut the vinyl at these points. Sometimes the knife can cause small lines in the paint finish of the vehicle and when the film is removed



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the lines can be seen. This is accepted as an industry standard way of installing graphics and needs to be understood by the owner of the vehicle. GRAFIKOS and the manufactures of the vinyl (3M, Arlon, Oracal, etc.) do not cover this damage under our/their warranty.

Lead Time

9. Turnaround time is based on the availability of our installers, plus bay time. The average time from date of final approval is 10-14 days (1-2 days to design the graphic, 3-5 days to produce the vinyl graphics, 5-7 days for the installation of the graphics). Delays in production may occur and can prolong the entire project.

Vehicle Storage

10. GRAFIKOS can install wraps in house, in our dust free-climate controlled private bay, on vehicles measuring up to 20' feet in length and up to 10' feet in height. To install graphics or wraps on vehicles larger than specified, a designated area on our premises is available. However, for Semi Trailers, Full length buses, RVs etc., an onsite installation will be needed. GRAFIKOS will require the customer to provide a location where our installers can install on these larger vehicles and must also accommodate a secure and accessible space for our Mobile Installation Unit that can measure up to 40' feet in length and up to 10' in height. A site visit may be needed to insure that our installers will be able to install your new wrap in conditions allowable by industry standards. In the event that a vehicle is stored at a GRAFIKOS location for more than the time covered by contract, a charge of \$100 per day will be added for that vehicle.

Job Minimums

11. A prep charge of \$95 is applied to all installs that have a total install price of less \$300 per vehicle. All graphic installations are based on the number sq. feet of material needed for installation (i.e. 4'x 6'= 24 sq ft.). We have a minimum of \$300 for all on-site installations, plus travel time billed at \$50 per hour if the location is outside a 20 mile radius from our location. If GRAFIKOS installers are forced to stop installing due to no fault of the installers, a trip charge of \$100 will be added to the job. A minimum charge of \$100 will be added to the bill for all vehicles that are not cleaned (washed) before installation.

Wall or Hard Surface Application

12. Wall graphics need to be installed on a wall that has been painted at least 72 hours prior to install with an oil, enamel, or acrylic based paint for all outdoor applications. For interior applications, latex paint is not recommended but can be installed if the wall is painted properly, and is clean and free from any debris.



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GRAFIKOS reserves the right to refuse to install graphics on any surface we do not feel meets with our standards and could in effect void a warranty by the vinyl manufacturer or GRAFIKOS. In the event we cannot perform the installation due to the surface not being prepared properly, the customer will be charged for 50% of the installation or \$300 (whichever amount is higher).

Removal

13. Vinyl Removal - When we remove the vinyl from a wall or vehicle we use heat process to soften up the vinyl that helps make it easier to remove. In some cases the vinyl removes paint from the wall or vehicle because the paint was not properly applied to the surface. GRAFIKOS is not responsible for any damage to the wall or vehicle due to the vinyl or graphics being removed. If the surface containing existing vinyl on it is damaged, the surface must be repainted before new graphics can be applied. New paint requires at least 5 days curing in the proper environment. We recommend that you do not have your vehicle wrapped if the condition of your vehicle's paint is in poor to fair condition as this will damage the paint upon removal of vinyl wrap or graphics.

Designs

14. Vehicle design and layout is based on our "Concept and Design" rate of \$250.00 for partial wraps and \$350 for full wraps. We allow up to two revisions to be made before final approval is given by our client. Once a final approval is given, we may not be able to revise your design even if you have not exceeded your two revisions. So be certain that you are satisfied with the design! A new fee will be charged if you change your mind and/or need the revision to be done. So, be certain that you are satisfied with the design! Many companies will use downloaded or program specific vehicle templates to design your wrap. Although we can also utilize these programs, we opt to create a fresh template of your vehicle. All vehicles are unique (in trims, emblems, add-on accessories, etc.) and we want your design to resonate with this concept. Remember; be certain that you are satisfied with the design!

Artwork

15. All photos, designs, and graphics produced by GRAFIKOS Digital Media & Designs, including but not limited to templates, rough drafts, sketches, etc., are property of GRAFIKOS Digital Media and Designs and are protected by copyright laws. Reproduction, use, or representation without prior consent is strictly prohibited. You may purchase a digital copy of the designs used for your project for an additional fee. Purchasing a digital copy releases all rights to the buyer. Please ask your GRAFIKOS representative for details.



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Checklist

Method

Wrap Sides Back Front Roof Wall Other _____
Decals Sides Back Front Roof Wall Other _____
Cut Vinyl Sides Back Front Roof Wall Other _____

Vehicle Type

Year: _____ Make: _____ Model: _____ VIN# _____
Truck Trailer Rivets Corrugation Doors _____ Other: _____
Straight Truck Rivets Corrugation Doors _____ Other: _____
RV Cube Van Extended Van Full Size Van Standard Van Trailer
Mini Van SUV Passenger
Bus (size and description) _____
Other Type of Vehicle (Please Describe) _____

Present status of Surface/Vehicle

New Needs Body/Paint Work Has Decals Has Wrap Has Other _____

Would you like existing graphics removed by GRAFIKOS (Removal Fee Will Apply) Yes No

Would you like all emblems/plates removed prior to installation? Yes No

If Yes, please describe _____

Any accessories to be removed prior to installation? Yes No

If Yes, please describe _____

To be installed at GRAFIKOS? Yes No (Must meet required length and height as stated above in Terms and Conditions) If NO, please provide address and description of location to be provided by customer (ie; Warehouse, yard, Parking Lot, etc)

Please provide any other information about Vehicle or Installation that we need to know

Customer Signature: _____ Date: _____

Please Read. By signing this document you acknowledge reading and understanding the GRAFIKOS Vinyl Digital Media "Terms and Conditions" above and agree to hold harmless GRAFIKOS Digital Media, it's employees, vendors, and affiliates for any damages arising from the installation of said vinyl digital media above on your vehicle or property.



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Care and Maintenance

Thank you for your recent Vinyl Digital Media purchase. GRAFIKOS uses 3M, Avery, and Oracal Premium Vinyl which carry the industry's best warranties. The more you care for your vehicle graphics, the better it will look and last. The warranty is prorated so we recommend you review the following suggestions for good car maintenance for your GRAFIKOS vehicle graphics.

1. Car/Truck wash - You can take your vehicle through a car/truck wash without any concerns. We have not found any car/truck wash that will hurt your vehicle graphics
2. Pressure Wash - When we install the panels from the back to front and overlap each panel by 5". This installation procedure helps prevent the vinyl from peeling back when driving fast and if your vehicles brushes etc. As a result you must always pressure wash from front to back and always the wand at an angle to the vehicle (do not point the wand straight at the graphics). Never get closer than 20" with the wand or you risk blowing holes in the vinyl. Any auto wash soap will work fine on the vehicle. For touch stains and dirt, please use a brush. **DO NOT PRESSURE WASH YOUR WINDOW PERF** or you will rip it apart.
3. Wax - We highly recommend you wax your vehicle once a year (or more) to maintain the high shine and the life of the vehicles graphics. The best wax is a liquid, this makes it easier to apply. Make sure it is a Wrap Wax. In most cases wax will take out the stains you might get in the graphics
4. Snow Removal - Only use a brush, never use a scraper as this could damage the film. If you wax the film (the solid film, not the window perf), the snow should just come off with very little effort.
5. Window Perf - **DO NOT EVER USE THE REAR WINDOW WIPERS ON THE WINDOW FILM**, if you do this will void the warranty and damage the film.
6. High Heat - If your vehicle is out in the sun and gets very hot, the film will not fall off or peel, the film loves the heat.
7. Insurance - Most insurance companies offer a special policy to cover your vehicle graphics. Call your insurance company for more details
8. Peeling or Lifting - If you see the film lifting or peeling back, you must contact us immediately so we can fix the problem. If you leave it, or attempt to fix it yourself you will prevent us from fixing the problem and void the warranty.



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Customer or Responsible Party Contact Info

Customer's Full Name	
Billing Address	
City, ST, Zip	
Tel:	
Fax:	
Email:	

- If checked, I do not wish for any images or photos related to my project above to be used for website or social media display, presentation, or promotional purposes.
- If checked, I do not wish to be contacted for any future promotions.
- If checked, I do not wish to be added to your newsletter.