



## Warranty/Terms & Conditions

Prior to completion, the CLIENT has been given proper instruction for the care that is required for the vinyl wrap in order to properly maintain the integrity of the materials installed on the vehicle by a representative of Wrap Firm LLC. CLIENT is aware that a purchase through Wrap Firm LLC includes a ninety (90) day Installation Warranty (exclusions apply). This warranty will cover any installation-related issues that may occur within ninety (90) days from the completion date of the vehicle wrap project. However, the warranty does not apply to issues determined to be caused by improper care for the wrap, user error, wrap defects or elemental effects that occur after the project is completed. These issues include, but are not limited to bubbles, wrinkles, color fading and/or creases in the wrap. It is known to CLIENT that they can return the vehicle to Wrap Firm LLC for repair and/or re-installation of any sections that have failed after an approved survey by a qualified Wrap Firm LLC representative. This warranty is not valid if installation is performed outside of manufacturer specifications and recommended vinyl installation conditions. CLIENT is aware a vinyl wrap inspection is required ten (10) days after completion of the project and understands that missing this warranty checkup will void installation warranty. CLIENT is made aware that any post-installation damages to the wrap are not as a result of the installation performed on the vehicle and not included in the installation warranty. CLIENT is aware that pre-existing damage has been documented and potential damage to the vehicle during installation is highly unlikely, but in the case that it does occur Wrap Firm LLC is not financially liable for these damages. CLIENT is made aware that any pre-existing damage that was identified and documented during the pre-inspection process as areas not able to support wrap vinyl adhesion are not covered under the ninety (90) day warranty. CLIENT is financially responsible for any fees to repair, replace, or reinstall the vinyl wrap in areas that have been damaged post-installation that are not covered by the warranty conditions listed above. CLIENT is made aware that the vinyl that Wrap Firm LLC has used on my vehicle comes with a manufacturer warranty. The manufacturer warranty will vary based on material used and is not in conjunction with the installation warranty. If any issues arise, CLIENT is to contact Wrap Firm LLC immediately to schedule an inspection to assess and document the vinyl issue for the purposes of assisting filing a claim with the manufacturer for vinyl replacement under the term period of the materials warranty. CLIENT understands that manufacturer warranty is only valid as long as CLIENT properly maintains and performs the proper manufacturer recommended vinyl maintenance guidelines. In the event of the post-installation damage being covered by insurance, CLIENT is aware that Wrap Firm LLC will provide the insurance agency a quote based on the vinyl area needing replacement and the labor required to perform the replacement. CLIENT understands that they must give Wrap Firm LLC a chance to correct any concerns about the project upon pickup before requesting to refund, full or in part, from Wrap Firm LLC, CLIENT's credit card company and/or bank. CLIENT is aware payment is due when final invoices are received or upon pick up of the vehicle, unless credit terms have been extended in writing by an authorized representative of Wrap Firm LLC. After a five (5) day grace period according to NYS law, unpaid invoices are past due and all present and future jobs may be put on hold until the old balance is paid. The CLIENT will be charged a late fee on the full unpaid balance consecutively every month until the past due amount is paid in full. After one hundred and twenty (120) days, the account is considered delinquent and may be placed in collections. CLIENT understands balances unpaid after the five (5) day grace period will incur interest at the rate of 5% per month, 8% per annum. Expenses incidental to collection including; court costs, fees, expenses and reasonable attorney(s) fees will also be charged to any account placed with Wrap Firm LLC's collection service. CLIENT shall identify to Wrap Firm LLC in writing any dispute concerning an invoice within ten (10) days of the received date of the invoice. If disputes are not identified in writing, the CLIENT has agreed to the price given in the invoice. The CLIENT gives Wrap Firm LLC permission to use any content shot of the vehicle for social media and marketing campaigns by Wrap Firm LLC. By signing this document or any Wrap Firm LLC provided document with reference to Wrap Firm LLC's terms & conditions, CLIENT is agreeing to all of the statements printed above.