

Superior Graphics Ltd Vehicle Wrap Terms and Conditions

1.1 Booking in your vehicle

- 1.1.1 It should be assumed that your vehicle has not been booked in until Superior Graphics Ltd has received the requested deposit from you (the customer) in full. This may be waived by Superior Graphics Ltd in special circumstances, however, this is of the discretion of the Company Director.
- 1.1.2 When deposit has been received in full, then you can be assured that your vehicle has been booked in for its wrap and no alteration for these booking dates will be changed by Superior Graphics Ltd at any time, unless for unpredictable circumstances out of our control for example but not limited to lack of chosen material, illness, etc.
- 1.1.3 If a deposit has been arranged to be dropped off/transferred to Superior Graphics Ltd and you, the customer(s) fail to complete this, then your vehicle will not be booked in and Superior Graphics Ltd will be able to book other vehicles in on those selected dates, with no penalty to Superior Graphics Ltd.
- 1.1.4 Once deposit has been received and the material has been purchased, the deposit then becomes non-refundable. Once material has been purchased, colour cannot be changed. Any changes to the booking date, the customer needs to notify Superior Graphics Ltd in writing no later than 1-week prior agreed date, Superior Graphics Ltd will then be able to offer alternative dates suited to the business needs.
- 1.1.5 If a car is booked in for a wrap and does not turn up for the designated appointment time, then Superior Graphics Ltd reserves the right to refuse to begin/continue work or finish work without any penalty to Superior Graphics Ltd (including repair work).
- 1.1.6 If a deposit has been taken, and Superior Graphics Ltd proceeds to purchase the vinyl needed for your wrap, and it becomes apparent that the vinyl will not be available for the selected booking date, then Superior Graphics Ltd will contact you. Deposits for this will be refundable if you, the customer decides not to continue with your vehicle wrap. If you, the customer, would like to continue with your vehicle wrap then Superior Graphics Ltd will either offer an alternative to the colour/type of vinyl wrap that you have chosen, or will alter the dates of your vehicle wrap to allow time for the specific vinyl wrap to become available.

1.2 The Aftercare

- 1.2.1 Superior Graphics Ltd offers quality and free advice on looking after your wrap to ensure that it lasts as long as possible in good condition.
- 1.2.2 We recommend that you avoid washing your car for 7 days from the completion of the vehicle wrap, unless it is to remove a large build-up of dirt, fuel spillages or anything else that may cause damage to your vehicle wrap.
- 1.2.3 After this time, we recommend hand washing your vehicle(s) with a sponge and hot soapy water. This should be a non-abrasive detergent, and we also recommend that you use a soft clean cloth or sponge that has not been exposed to harsh chemicals that may cause damage to your vinyl wrap. We do advise against using a brush or pressure washer as this can cause the vinyl to lift and will exclude your vehicle wrap from our guarantee.
- 1.2.4 Take care when using commercial or industrial strength cleaners as they can cause spotting/bleaching/dischouration to the vinyl, which will also exclude your vehicle wrap from the guarantee.
- 1.2.5 Avoid car washes, as brushes will create swirls on the surface of the vinyl, as it does the same to paint on a new car. Also, avoid car washes that use high power pressure washers and mechanical washers, as this may cause the edges of the vinyl to lift.
- 1.2.6 If petrol or diesel (or any harsh chemical) is spilled on the wrap, take care to remove all of it immediately. Constant exposure to petrol or diesel can damage the wrap and we take no responsibility for this. It will also exclude this section of your wrap from the guarantee.
- 1.2.7 We recommend that you do not use any abrasive polishes, t-cut compounds, and polishes with acids or solvents in them or any silicone products.

A full copy of our Terms and Conditions can be found at: www.superiorgraphicsltd.com, please take time to familiarise yourself with these.

Your satisfaction is essential to us. Should you encounter a problem of any kind with your vehicle wrap, please contact us directly, as soon as possible and we will do our best to help. If the issue is with the wrap itself then we advise that you document the issue(s) that you may be having supported with photographic evidence. Please include this with any issues you are bringing to our attention.