



# Terms and Conditions

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**General Terms and Conditions, Terms of Payment & Disputes:** Payment is due when invoices are received unless credit terms have been extended with credit references supplied. If payments for past orders are not received, we reserve the right to cancel future orders. After 30 days, unpaid invoices are Past Due. After 60 days, the account is marked delinquent and may be placed with our collection service. Balances unpaid after 60 days will be charged interest at the rate of 1.5% per month. Expenses incidental to collection including; court costs, fees, expenses, and reasonable attorney(s) fees equal to 18% of the unpaid balance will also be charged to any account placed with our collection service. Clients shall identify to Distinct Wraps in writing any dispute concerning an invoice within ten days of the date of the invoice. If disputes are not identified in writing, the Client has accepted the invoice. If there is a dispute clients must return to Distinct Wraps a written explanation, accompanied by pictures documenting the dispute. After investigation, errors on our behalf will either be corrected or credited to the Client's account. We cannot accept responsibility for any prior/future damages resulting from the installation or delivery of our wrap products (Paint damage, scratches, scuffs, abrasions, and/or dents and dings). All quotations are valid for 30 days.

**Payment Terms:** 50% deposit with the order confirmation, prior to printing/installation, with the balance to be paid prior to collection or delivery of the vehicle. Once the work is performed and client takes possession of the vehicle, the client must pay Distinct Wraps the balance due for the vehicle wrap. The client will be responsible for the payment of all work and designs performed by Distinct Wraps on behalf of the client. Vehicles must be delivered to our location clean and free from grease and oil, and free from existing graphics. A cleaning charge of \$50.00 may be applied if the vehicles are not in a satisfactory clean condition. All material/graphics remain the property of Distinct Wraps until paid for in full. Pending payment for goods/services supplied must be kept identified as belonging to Distinct Wraps. In the event that the customer fails to make payment, the customer irrevocably authorizes Distinct Wraps to remove the material/graphics supplied.

**Returns:** If the client has a concern with the job, Client must contact Distinct Wraps IN WRITING before proceeding with any charge backs or credit returns. Distinct Wraps will be given 30 days opportunity to correct and resolve any disputes prior to any legal action or credit returns. All graphics and Vehicle wraps are custom made projects that are not refundable.

**Warranty on Labor and Materials:** Distinct Wraps offers a two-year warranty on the installation. No warranty on horizontal direct sun exposure such as roofs and front hoods. Anything over 10 degree vertical to horizontal is considered horizontal. The wrap warranty will depend upon the customer's care of the vehicle and the outdoor/geographic conditions. If you ever see the vinyl cracking, replace the vinyl immediately. We recommend hand washing only. Avoid high pressure, power washing and be careful never to use an ice scraper on window graphics. Also avoid harsh chemicals of any kind as they can deteriorate the laminate on the vinyl. There are specially designed products to clean and polish vinyl graphics if needed. Please wait at least 2 weeks before washing your vehicle once applied. Please note; that the factory 2 year vinyl warranty for 3M and Avery products are applied the day of installation. 3M and Avery vinyl products will last 5-7 years if proper care is taken as described above.