

FUSION MEDIA FLEET LTD

Terms & Conditions 2024

1 Commission, Artwork & Payment Terms

1.1 Following the clients, suggestions and/or requirements, an Initial design/artwork will be supplied with your quotation. Should the client wish to commission the project a deposit payment must be made to secure the clients project in our schedule. The client will have the opportunity to make further changes to the design once the deposit payment has cleared, the project confirmed. We will require a final "sign off" before any graphics are put into production. **We do not provide endless rounds of design revisions before a project is booked in.

1.2 Please note your graphic installation cannot be booked until a deposit has been received, securing the project. We will do our best to accommodate clients booking requested where possible but at busy periods we will notify you of informal lead times prior to commission.

1.3 The Client will need to sign off the design at least 3 business days prior to installation, allowing successful production of graphics.

1.4 Our Payment terms are clearly stated on your invoice. All orders are subject to a minimum 50% deposit payment being paid prior to ordering of materials or booking of installation. The remaining balance of 50% will need to be paid in full on collection (either; before the vehicle leaves our premises or; at the location where the vehicles graphics will be completed). This does not apply to full wraps which need to be paid PRO FORMA due to the nature of the material. We reserve the right to dictate our payment terms based on the scope of the project, nature of the material and/or availability of the media requested by the client.

1.5 All materials, designs and artwork remain the property of Fusion Media Fleet Ltd until full payment is made. Fusion Media Fleet Ltd retain the right to remove all graphics applied to any vehicle we have worked on due to non-payment.

1.6 Should the client wish to take our design elsewhere to be produced and installed on their vehicle, we reserve the right to charge for the design concept at the cost of 3hrs standard design time, £35/hr +VAT. We reserve the right to take appropriate legal action against the client and/or a third party involved, should our initial designs be produced without payment in full.

1.7 On commercial vehicles our quoted prices do not include full coverage of the roof area unless clearly stated in our quotation.

1.8 A deposit payment will be taken as confirmation along with an email of your order and agreement and we will enter into a contract with you for the outlined work and order materials to fulfil the work required. This deposit is non-returnable in full due to a material handling fee which will be charged if you decide to cancel.

1.9 Refunds are issued at the discretion of Fusion Media Fleet Ltd. The client must request a refund in writing, stating the reason for the refund clearly. We reserve the right to reject the request. Should we issue a refund to the client, this will be dealt with by accounts, much like any payment will need sign off by our directors and the client will be sent a remittance for the refund with appropriate payment method stated. This process can take up to and including 30days to complete.

1.10 Cancellations should be made with as much notice as possible, where possible. We reserve the right to charge a fee for the cancellation if it is not made within 72hrs of the installation. This fee is currently set at £150.00+VAT and is to cover returns costs, loss of time and labour but may be different for certain specialist material applications such as chrome wraps, where a cancellation fee will be advised based on the coverage and labour involved.

2 Removal of badges

2.1 Badges do not always have to be removed from vehicles during installation. In a case the badges should

need to be removed we will use a silicon squeegee to prize them off and then remove the adhesive carefully.

At all times the very best care will be taken, but on occasion this can damage the badge or slightly mark the surface lacquer of the vehicle and may require a t-cut or polish when the vinyls are removed at a later date.

2.2 At times superficial damage can be unavoidable and is part of the work required. We are not responsible for future required work in relation to the removal of badges or trim.

3 Vehicle delivery/collection

3.1 We cannot be responsible for the delivery or collection of any vehicle. If it is not possible for you or your organisation to deliver and collect any vehicle, booked in for branding with us, then we will suggest a suitable transport company who may be able to help.

3.2 We are not responsible for any vehicle in transit and your contract will be with the transport company directly as a separate contractor, please refer to the company for their T&Cs.

4 Vehicle cleaning

4.1 Please ensure your vehicle is delivered to us washed and free of any residues, this includes any materials used within your industry, large amounts of mud, grease or paint not relating to the body work.

4.2 Please ensure the vehicle has not been treated with any waxes, polishes or buffing treatments as this will affect the adhesive on the vinyl and ultimately lead to failure of application to the vehicle. We are not responsible for any graphics failing, should you not tell us about treatments on the vehicle, this includes window areas.

4.3 Please note that should you deliver the vehicle in a condition not in accordance with our cleaning guidance, we reserve the right to reject the installation altogether or charge for additional cleaning time. The is charged at a standard fitting rate of £25/hr +VAT.

5 Application times

5.1 Our quoted application times are estimates based on work previously completed. However on occasion these times can be slightly incorrect. This can be due to a number of reasons including late delivery of the vehicle, the supplied working conditions not being suitable, the vehicle not being clean and dry, acts of God or the type of material that has been requested or supplied.

5.2 In the event there is a delay, obvious on delivery, we will know fairly early on in the process and will advise of the delay and the reason for this. We would advise you to build a buffer period into your schedule to account for this, if possible.

5.3 It is in your interests that we reserve the right to withdraw from your application if these conditions are not correct. It is your responsibility to have the vehicle on site and ready for application when agreed.

5.4 Delays moving vehicles and waiting for fitting areas to become available will inevitably incur additional charges as fitting times will over run. Our minimum daily charge is 4 hours at a rate of £25/hr +VAT per person plus travel costs @ 45p/mile, per vehicle.

5.5 Any return visit will need to fit in around our other commitments, we will ensure the job is completed as quickly as possible, where we can.

6 Warranty terms

6.1 Any warranty offered is based directly on the vinyls that are being used and the manufacturer's stated life span, uses and limitations.

6.2 All production processes and additionally all of our required application conditions must also be met. It is compulsory that if fitting any graphics at your supplied address, you allow us indoor installation of the graphics in a heated, dry and dust free environment as the vehicle panel temperature must be between 10 and 23 degrees centigrade.

6.3 Working temperatures are dictated by the vinyl manufacturer and if not complied with can lead to vinyl

failing to adhere correctly. We will not be held responsible for failure to comply with suitable conditions, it is the clients responsibility to ensure the conditions are suitable within an Onsite installation.

6.4 The surface of the vinyl is soft and can mark during application of some finishes, also printed wraps can discolour when stretched around panel edges. We work with flat materials on a 3D surface and these materials have limits. Because of this we may have to trim or fit joins in some areas. We will try to keep all joins and application marks discreet and to a minimum where possible.

7 Paint work conditions

7.1 Your vehicle's paintwork may look immaculate, but due to us not knowing the history of any vehicle we apply either vinyl graphics or vehicle wrapping products to, we are unable to offer any guarantees that the underlying paintwork will not be damaged upon removal of the branding/wrap products.

7.2 If a vehicle has had previous body work or paintwork then there is a small chance that upon removal some may lift, however this is rarely the case if the paintwork has been applied in the correct method. The vinyl adhesive will not affect original paintwork in this way.

7.3 It is advised that for promotional vehicles, such as taxis in particular, a contingency fund is set aside or built into the rental of each vehicle to cover possible paintwork repair. This is the responsibility of the person or organisation placing an order with us and unless stated otherwise is not our responsibility.

7.4 We cannot accept responsibility for consequential damages or loss of any kind resulting from the sale, installation, or delivery of our wrap products. Wraps are self-adhesive vinyl that will only adhere well to catalysed vehicle paint and glass. Poor surface paint or clear coats will not allow the vinyl adhesive to stick properly and the adhesive may fail.

7.5 It is the responsibility of the client/vehicle owner to bring in a vehicle that is ready to be wrapped.

Extreme curves and deep pockets may exceed the limits of how far the material can stretch. Again, this is not paint, it is a special pressure sensitive vinyl material. Vehicles are not at exact right angle curves. They maintain lines that are not 100% parallel to the ground. Due to this fact, 2D printed graphics will not be at the exact same angle of the vehicle lines once the wrap is installed onto the 3D vehicle surface.

7.6 We cannot be responsible for damage to paintwork when the vinyl is removed, and would not advise application on a re-sprayed surface, or poor quality/rusted paintwork.

7.7 We do not advise using non-removable vinyl on a vehicles surface. Please note, our experience shows that removal of vinyl designed for vehicle wraps, from good quality, factory original paintwork, will not damage the paintwork. However, it is the duty and responsibility of the owner of the vehicles to ensure suitability of the existing surface before it is wrapped.

7.8 We do not insist that our clients use us for decommission. In the event that the client has the wrap or vinyl graphics removed by a third party company, we will not be responsible for any damage to the body or paint work as a result of removal. Our responsibility ends when the project is complete.

7.9 In the event that Fusion Media Fleet Ltd is asked to remove pre-installed vinyl, installed by a company other than Fusion Media Fleet Ltd, Fusion Media Fleet Ltd will make every effort to remove the existing vinyl, but will not be held responsible for any damage that may occur to the surface of the painted vehicle after removal. This is due to the fact that not all pre-installed vinyls are designed to be removed. In many cases pre-existing vinyls are non-removable. If this is the case, Fusion Signage & Displays will wrap over the existing vinyl with vinyl designed for vehicle graphics.

8 Wrapping over exiting graphics

8.1 When we wrap over existing vinyl strips or letters, the new wrap is so thin on top that there will be evidence that there is old vinyl underneath the new vinyl.

8.2 It is standard procedure in our industry to wrap over existing graphics when it cannot be removed using conventional methods. Fusion Media Fleet Ltd will not be held responsible in any way if the client is not happy because the existing graphics were not able to be removed using conventional methods. Fusion Signage & Display does NOT engage in unconventional methods of vinyl graphics removal because it may damage the surface of the client's vehicle.

8.3 Unconventional methods include, cutting or scraping off the vehicle surface or the use of harsh chemicals that may damage the vehicles painted surface. Fusion Media Fleet Ltd only uses vinyl adhesives that are designed for vehicle wraps.

8.4 The vinyl adhesive that Fusion Media Fleet Ltd uses is designed to be removed. The removal process will in most cases, but not exclusively, not damage the surface of the vehicle because we only use materials designed for vehicle application.

9 Client's installation location guidelines

9.1 If we are installing at the client's nominated location, suitable conditions must exist. Vehicles need to be indoors, in a clean, dust free temperature controlled environment, with a power supply and good quality lighting. With a minimum of 5 feet working space around the entire vehicle.

9.2 If, in the opinion of the senior installer on site, conditions are not suitable for a high quality install of the wrap / graphics the vehicle will be required to go to one of our nominated install locations.

10 Price by Area template

10.1 Our price by area template is only a guide price for customers to get an idea of what the price would be if there is no design work undertaken by us at Fusion Media Fleet Ltd. The prices includes fitting at our production facility only.

10.2 There are extra charges for clients wishing their graphics to be fitted at their requested installation site - please refer to ("Clients Installation location guidelines").

11 Fitting charges

11.1 Fitting charges apply outside of our premises at a rate confirmed on quotation relating to how long we think a job will take us. This estimate is put together from client information and is dependant on height, surface and our knowledge & experience of similar installations.

11.2 Any discrepancies are at our discretion. Should the installation come at a significant difference to our estimate we reserve the right to make additional charges to the client, who will be informed as early as possible.

12 Part Valet

12.1 We only wash the vehicles on the outside to de-grease the vehicle of any road debris and greases that will affect our application method.

12.2 We will not be held responsible for any damage to the vehicle caused by poor paint work or body repairs. We take great care in returning the vehicle back to the customer in the same condition we received it.