

VEHICLE WRAP

GUIDES & DISCLAIMERS



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LET'S GET STARTED

Yes, we know this guide is long and is a lot to read. With that said, it is our goal to provide you with the best experience we can. In order to do so, we all need to be on the same page. This document will help us both understand the process and ensure a successful partnership in providing you with your graphics.

STEP 1 Please read ALL pages of this document.

STEP 2 Submit Disclaimer Via Form Reply, Fax or Email

STEP 3 Submit Payment
Gateway: fetchgraphics.com/product/payment/
Or Via Phone At: 888.933.8249



Your Signature Is Required To Initiate Production.
Please Review And Sign On Pages 5-6.

VEHICLE PREPARATION

This document is to help you prepare your vehicle for the application of the decal imagery to your vehicles. A few points of preparation are required in order to assure a successful application and to avoid any additional costs.

CLEAN

For a successful install, the painted surfaces of your vehicle(s) must be free of corrosion, road grime, salt and dirt.

Any rust or oxidation must be removed and bare metal must be primed and painted to factory specifications to assure durability of the installation.

Do NOT use any type of wax or Rain-X products in your preparatory cleaning of your vehicle the day prior to installation. Simply washing your vehicle at a drive through car wash 24hrs prior to install will suffice.

Previous decals and subsequent adhesive must be removed before installation can occur.

The installer will wipe down the vehicle prior to installation with an isopropyl alcohol solution to prep the vehicle.

Any additional removal of decals/adhesive or excessive cleaning of the vehicle will incur additional costs.

DRY

The surfaces that the decals are to be adhered to must be free of moisture around cracks, seams, and rivets.

Please wash your vehicle(s) at least 24 hours prior to the scheduled installation and keep them indoors to give these areas time to dry and to stay clean.

WARM

Ideal vehicle installations occur between 55-75 degrees Fahrenheit, and must be installed indoors.

Keep in mind that vehicles must be at the temperature stated above to initiate installation, so be aware that surfaces may take several hours to reach the optimal temperature required; this is especially important when acclimating in extreme climates.

If the installation team is coming to your facility, be aware that the area provided must be free of direct sunlight during warm months, and must be a stable temperature during cold installations. Wind and dust must be kept to a minimum to help the installation process go smoothly.

If you wish to have our staff address any of the issues above prior to installation please anticipate additional time and expenses that would be involved. If you have any questions or comments, please feel free to contact us at any time.

(888) 933.8249 support@fetchgraphics.com

VEHICLE MAINTENANCE

Care for your vehicle graphics like you would any fine paint finish. Using high quality products designed specifically for car care and these cleaning and maintenance procedures will help keep your vehicle wraps looking their best.

Courtesy of **3M**

WASH REGULARLY

Wash whenever the car appears dirty. Contaminants allowed to remain on the vehicle wrap may be more difficult to remove during cleaning. Rinse off as much dirt and grit as possible with a spray of water.

Use a wet, non-abrasive detergent such as 3M™ Car Wash Soap 39000 or Meguiar's NXTGeneration® Car Wash or Deep Crystal® Car Wash and a soft, clean cloth or sponge.

Rinse thoroughly with clean water. To reduce water spotting, immediately use a silicone squeegee to remove water and finish with a clean microfiber cloth.

Brush-type car washes are not recommended as they can abrade the film and cause edges to lift or chip, as well as dulling the film's appearance. Brush-less car washes are acceptable.

PRESSURE WASHING

Although hand washing is the preferred cleaning method, pressure washing may be used under these conditions.

Ensure the water pressure is kept below 2000 psi (14 MPa).

Keep water temperature below 80°C (180°F).

Use a spray nozzle with a 40 degree wide angle spray pattern. Keep the nozzle at least 1 foot (300 mm) away from and perpendicular (at 90 degrees) to the graphic. Holding the nozzle of a pressure washer at an angle to the graphic may lift the edges of the film.

DIFFICULT CONTAMINANTS

Soften difficult contaminants such as bug splatter, bird droppings, tree sap and similar contaminants by soaking them for several minutes with very hot, soapy water. Rinse

thoroughly and dry. If further cleaning is needed, test one of these products in an inconspicuous area to ensure no damage to the wrap film: Meguiar's Gold Class™ Bug and Tar Remover or 3M™ Citrus Base Cleaner. Isopropyl alcohol (IPA) (two parts IPA to 1 part water) or denatured alcohol may also help. Spot clean the contaminants. Do not use rough scrubbing or abrasive tools, which will scratch the film. Wash and rinse off all residue immediately.

FUEL SPILLS

Wipe off immediately to avoid degrading the vinyl and adhesive. Then wash, rinse and dry as previously noted.

STORE INDOORS OR UNDER COVER

Wrap films (just like paint) are degraded by prolonged exposure to sun and atmospheric pollutants, particularly on the horizontal surfaces such as hood, trunk lid and roof. Whenever possible, store your vehicle in a garage or at least in a shaded area during the day. At night, protect the car from dew or rain, which may contain acidic pollutants (a common problem in many large metropolitan areas). When a garage is not available, consider using a cloth car cover at night. If your wrap film starts to discolor or turn brown (which is caused by acidic pollution), immediately have a professional remove the wrap film from the vehicle to avoid staining the underlying paint.

WINDOW GRAPHICS

Never use an ice scraper on or near your window graphic as it can cause the material to scratch, stretch, or tear. If a scraper must be used, pay close attention to the edges of the window graphic to keep the scraper from affecting the material. Scrapers may be used on glass surfaces only.

***Please note, while the manufacturer's warranty is 12 months for window films, most window graphics will last the life of the rest of the graphics.**

NOTE: Watch out for small imperfections that can occur over time due to weather changes and/or installation obstacles. Things such as lifting and bubbling need to be brought to our attention right away so that we can determine the best remedy.

3M GRAPHICS WARRANTY

Below are the various 3M Graphics warranty options, along with what they cover. Fetch is dedicated to only adhering to the highest quality.



Please Note:

Horizontal surfaces (ie: hoods and roofs) are NOT covered under the 3M MCS Warranty. Specific product bulletins available upon request for more specific warranty information.

	3M™ Basic Product Warranty for All 3M™ Graphic Products	3M™ Performance Guarantee for Specific 3M™ Inkjet Products with Qualified OEM Inks	3M™ MCS™ Warranty for Finished Graphics made using all 3M™ Graphic Products
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COVERAGE				
Physical Defects in 3M Product	Obvious damage for any reason	✓	✓	✓
Manufacturing Defects and Ink Performance	Visual defects	✓	✓	✓
	Adhesive defects	✓	✓	✓
	Adhesion failure on recommended substrates		✓	✓
Printing Defects and Ink Performance	Image defects when printing		✓	✓
	Excessive image fading			✓
	Image cracking, crazing/peeling			✓
	Blistering			✓
	Excessive dimensional change			✓
Cutting Defects	Clean cutting and weeding		✓	✓
Graphic Appearance	As defined in Product Bulletin for 3M Products only		✓	✓
Warranty Period for specific graphic constructions	As defined in base film's Product Bulletin		✓	✓
Removal	Removable or changeable films do not remove as stated		✓	✓

for 3M Product Performance in a Standard U.S. Vertical Exposure

Film	Graphic Protection	Vehicles	Outdoor & Indoor Signs	Watercraft	Indoor
IJ180-10 IJ180C-10 IJ180Cv3-10	8518 8519 8520 8915	7	4	2	8

Warranty Period for 3M Product Performance, in Years

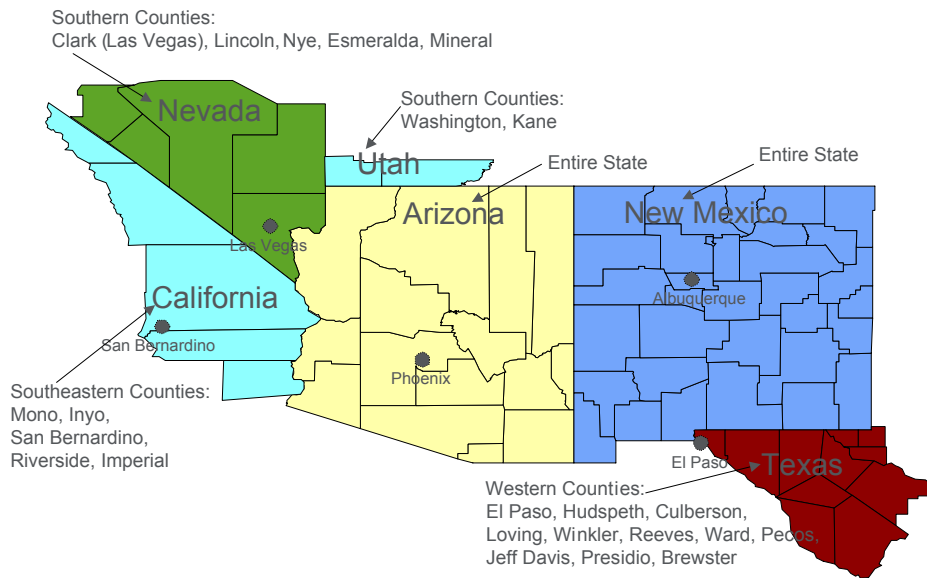
REDUCED WARRANTY PERIOD FOR OTHER GRAPHIC EXPOSURES

For other graphic exposures, multiply the Warranty Period (in years) for your graphic construction as shown in the applicable Warranty Period table, by the percentage shown for the intended graphic exposure.

If the Graphic Exposure is:	Use this Percentage of U.S. Vertical Exposure, Warranty Period	Calculation Examples
U.S. Non-vertical	50% (0.5)	0.5 x 7 years = 3.5 years 0.5 x 4 years = 2.0 years
Desert Southwest Vertical	70% (0.7)	0.7 x 7 years = 4.9 years 0.7 x 4 years = 2.8 years
Desert Southwest Non-vertical	35% (0.35)	0.35 x 7 years = 2.45 years 0.35 x 4 years = 1.4 years
Horizontal	0%	0

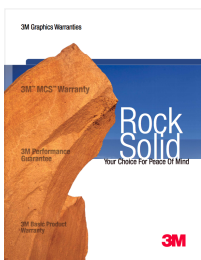
Desert Southwest Region - Defined

The following portions of the hot, arid desert areas of Southwestern U.S., which carry reduced warranted durabilities as specified in the 3M Product Bulletins are defined to be:



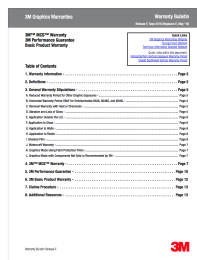
ADDITIONAL DOCUMENTATION

Additional 3M™ documentation is available. Please see links below for more information or contact us at 888.933.8249, support@fetchgraphics.com



**3M™ Commercial
Warranty Brochure**

[VIEW NOW](#)



**3M™ Warranty
Bulletin**

[VIEW NOW](#)

GENERAL DISCLAIMER

Fetch Graphics, LLC will not be responsible for the costs of reproducing or replacing graphics due to layout, color, and/or other changes or revisions not noted prior to production. You acknowledge that you have read the previous Wrap Guidelines and 3M Warranty information. Upon acceptance, without further notice to the Customer, this order becomes a valid contract governed by the State of Wisconsin.

ASSET OWNERSHIP

Sketches, proofs, artwork and proposals are all property of Fetch Graphics, LLC unless otherwise agreed upon between Fetch Graphics, LLC and you, the customer.

ESTIMATES

Note all estimates are valid for 30 days from creation. Any estimates exceeding this time period must be updated to reflect current material and shipping cost. You may submit update request referencing your existing estimate number to: support@fetchgraphics.com

FINANCIAL TERMS

Full Payment is required prior to production unless you have pre-established terms with Fetch Graphics, LLC. All major credit cards are accepted. A finance fee of 1.0% will be applied to all outstanding balances greater than 30 days.

You may submit payment utilizing our secure site: www.fetchgraphics.com/product/payment/ or via phone at: 888.933.8249.

In the event collection action becomes necessary, you, the customer agrees to pay all collection expenses, attorney's fees and court costs.

Sales tax is added to the sale price according to applicable laws of locale where the product is shipped to or where the services are provided. You, the customer shall provide a tax exemption certificate if exempt from sales tax to eliminate sales tax from your final invoice.

ARTWORK AND PROOF APPROVAL

You, the customer, agree to send photos of your vehicle PRIOR to design of your graphics to ensure template accuracy. Failure to do so may result in added costs to both additional and/or replacement printing, as well as added installation costs and installer travel costs. Any artwork supplied for use must be high resolution or vector format. Additional design fees of \$95 per hour will be billed accordingly for any additional rendering of files that are supplied and do not meet art requirements.

You the customer agrees to approve all artwork either in writing or by utilizing our online proofing system prior to production. Your approval constitutes acceptance of responsibility for all errors, omissions and legal and ethical compliance in the graphics proof document(s). Fetch Graphics, LLC will not accept liability for errors overlooked at the approved proofing stage. Additional change requests exceeding proof revision limit or manufacturing will require additional charges. Any change orders after proof approval may require additional charges in labor and cost of material.

You, the customer, agree that sizing and positioning of graphics and elements are for proofing process only. Note: these items may need to be adjusted in the field as needed by installer.

PMS colors can only be approximated using digital production methods. Color match to a supplied file, custom swatch of PMS will be billed at the rate of \$95 per hour.

SHIPPING

Please note that shipping is noted on estimation. Note that additional charges may apply based on fuel surcharges and delivery restrictions set forth by delivery service. Customers located outside of the continental 48 US States will be responsible for all duty charges and taxes associated with shipment of product. These charges will be added to the final invoice or billed separately if needed.

INSTALLATION DISCLAIMER

Fetch Graphics, LLC does not warranty, accept responsibility or any liability for graphic failure resulting from improper installation method, when graphics are installed by an application company that is not contracted directly by Fetch Graphics, LLC. You, the customer agrees to hold Fetch Graphics, LLC harmless for any damages resulting from vinyl wrap installations performed by someone other than Fetch Graphics, LLC or it's contractors.

You, the customer acknowledges that you, have now been informed that the removal off vinyl wraps will occasionally cause the flaking or damage of paint on older, rusted, damaged, repainted (non-factory) or fiberglass vehicles.

Any referral or recommendation of an application company offered by any Fetch Graphics, LLC representative does not constitute any responsibility or liability on the part of Fetch Graphics, LLC, for failure of graphics resulting from improper installation methods.

You, the customer, agree to thoroughly wash, dry and not was all vehicles the day prior to installation. If it is necessary for Fetch Graphics' contracted installer to wash or prep any vehicle prior to installation, additional charges may apply.

If a contracted Fetch Graphics' installer is coming to your, the customer's location, you, the customer agrees to provide a clean space of sufficient size that is temperature controlled, heated and air conditioned with adequate lighting.

You, the customer agrees to pay cancellation charge of \$150 USD plus actual travel expenses if you do not present your vehicle(s) for installation at the scheduled location on the scheduled date and time. Any cancellations must be made 48 hours prior to scheduled date and time to avoid cancellation charges.

Vehicle wraps are intended to be viewed from a distance of 6' or more. Wraps viewed from a lesser distance may have minor imperfections. Small imperfections such as bubbles, cuts and tears of less than 1" are normal and may occur over the life of the wrap. Seams and overlaps are a natural occurrence with vehicle wraps. However, Fetch Graphics, LLC, will try to eliminate them much as possible. Anything beyond these instances needs to be brought to the attention of Fetch Graphics, LLC.

It is understood that Fetch Graphics, LLC will be required to immediately begin printing upon receipt of the following: **1) Terms & Conditions, 2) Proof Approval and 3) Full Payment.** In the event you, the customer, cancel this order once production has begun, you agree that Fetch Graphics, LLC will retain the design fee(s) and full cost of production/manufacturing costs incurred.

I have read, understand, and agree to all pages of this document as written. Failure to agree to any part my result in additional charges and/or delayed graphics installation.

NAME: _____ ESTIMATE / SALES ORDER # _____

SIGNATURE: _____ DATE: _____



If you have any questions or comments, please feel free to contact us at any time.

(888) 933.8249 support@fetchgraphics.com