

DESIGN & ARTWORK

- No design will proceed until agreed payment received.
- Any logos or designs need to be supplied in a editable format (Vector/Eps/PDF/AI)
- Any colours supplied/specified need to include appropriate codes if possible (CMYK Pantone/RAL/etc)
- Any measurements supplied by customers will be considered final sizes unless specified.
- Any supplied artwork shall be considered ready to print and treated as so unless priorly agreed. Any attached images quality is the customers responsibility.
- Any supplied designs that requires edits or changes will incur charges.
- Any specified colours or coloured materials will be discussed with client based on swatches. Any Bespoke colours will be printed in house.
- No production will commence until design is approved by the client. Design proof approval is via e-mail; verbal communication is not accepted.
- Any sketches or drawings of desired artwork is appreciated, please supply as a Jpeg or PDF subject to charge.
- The first 2 designs revisions are free, any additional revisions after that will incur charges.

SITE VISITS & INSTALLATION

- If a site visit is required, a surcharge may be applicable (case by case).
- During a site visit, hidden complications on site, outside of our control will incur a sur charge during installation.
- Any Removal of existing products is not included in our installation. It is the customers responsibility to remove existing products before installation, unless prior agreement. Failure to do so will result in additional charges.
- The customer is responsible for disposal of removed existing products unless prior agreement made. Removal will be an additional charge.
- The customer is responsible for ensuring the work environment is safe and prepared for installation team to commence work, failure to do so might result in a refusal to commence work until the environment is made and a revisit will be arranged at a additional charge.
- Any charges (Congestion/Tunnel/Bridge/Parking/etc) incurred in travel will be charged to the customer.
- Our installation charge does not include hired equipment or machine hire unless prior agreement with client.
- No installation date shall be confirmed until full payment is made (except for credit customers)
- If there are any specific installation dates & times requested, we will do our best to comply with customers request, and should be supplied by customer.
- When confirmation of an installation date is agreed, we require details for a contact on site name, telephone number, address for the premises, information about parking for work vehicle and any additional information the customer might deem necessary.
- Any delay on site due to client actions or inaction will incur additional charges.
- Please be polite and professional with our Installation team, as we shall treat you with the same level of respect.

VEHICLE VINYL APPLICATION

- Vinyl application is done at our premises, unless prior agreement made.
- If an appointment is made for vinyl application, the customer has 24hrs to inform us of the cancellation or changes to the appointment, otherwise charges will be incur.
- The Customer is responsible for delivery of vehicles to our premises, clean and ready for vinyl application, failure to do so will result in additional charge of £65.
- It is the Customers responsibility to check the applied vinyl is to their satisfaction before leaving the premises.
- The Customer must not wash the vehicle for at least 48-hrs after vinyl has been applied.
- Once vinyl application has commenced there will be no changes to artwork without incurring a charge.
- If an installation at a customers premises is agreed, it is the customers responsibility to arrange a clean, enclosed, warm environment, we are unable to guarantee quality of work & subject to additional charges.

DELIVERIES & SHIPMENT

- Any deliveries will be charged separately.
- When a delivery is received by the client, always sign as "unchecked", unless a visual inspection of the product has been made.
- Any damages from delivery that a customer has signed for "as visually checked" or "approved" will be replaced at customers cost.
- Any damaged sign or product will need to be returned before a replacement is made.
- Delivery address to be supplied by customer with order, and changes made after delivery will incur additional charges.

**CLIENT CREATIVE BRIEF GUIDELINES ARE PART OF OUR
TERMS & CONDITIONS
ONCE ORDER IS CONFIRMED WE WILL ASSUME YOU
HAVE READ AND CONFIRMED WITH THESE GUIDELINES.**