

LEX WRAPS LLC SERVICE AGREEMENT

TERMS & CONDITIONS – VEHICLE WRAP CONTRACT



A VEHICLE WRAP IS A HIGHLY DETAILED PROCESS THAT INVOLVES MULTIPLE CHALLENGING STEPS, EACH DEMANDING EXPERT CRAFTSMANSHIP AND FULL ATTENTION. AT LEX WRAPS LLC, OUR TOP PRIORITY IS TO RETURN YOUR VEHICLE IN A TIMELY MANNER WITH A FLAWLESS WRAP. TO ENSURE THIS LEVEL OF QUALITY, IT'S IMPORTANT FOR US TO BE ON THE SAME PAGE REGARDING THE PROCESS. THANK YOU FOR CHOOSING LEX WRAPS LLC!

ALL TRANSACTIONS BETWEEN LEX WRAPS LLC AND ITS CUSTOMERS ARE GOVERNED BY THESE TERMS AND CONDITIONS.

WE ACCEPT CASH, CHECKS, CREDIT / DEBIT CARDS, ACH TRANSFER & FINANCING THROUGH SYNCHRONY CAR CARE. ALL FINANCING IS SUBJECT TO CREDIT APPROVAL.

GENERAL TERMS AND CONDITIONS, TERMS OF PAYMENT, LEGAL FEES, AND DISPUTES:

CUSTOMER OR ASSIGNED AGENT COMPLETING THIS SERVICE AGREEMENT SHEET AGREES THAT THEY ARE THE RESPONSIBLE PARTY FOR PAYMENT OF SERVICES REQUESTED. THE CUSTOMER AGREES TO MAKE FULL PAYMENT PRIOR TO THE RELEASE OF THE VEHICLE. THE VEHICLE OR PRODUCTS WILL NOT BE RELEASED UNTIL FULL PAYMENT HAS BEEN PROCESSED ACCORDINGLY. ANY INVOICE THAT IS NOT PAID AT THE TIME OF PICK UP IS CONSIDERED PAST DUE AND THE CUSTOMER IS RESPONSIBLE FOR ALL COLLECTION FEES INCLUDING BUT NOT LIMITED TO ATTORNEY FEES AND COURT COSTS FOR UNPAID BALANCES AT THE INTEREST RATE OF 18% PER ANNUM.

ANY MATERIALS FOR THE CUSTOMER'S JOB IS REQUIRED TO BE PAID FOR 100% BEFORE ANY WORK WILL BE PERFORMED. THE MATERIAL THAT IS ORDERED IS NON-REFUNDABLE IF YOU DO NOT PROCEED FORWARD WITH THE INSTALLATION. 50% DEPOSIT IS REQUIRED AT TIME OF DELIVERY OF VEHICLE, WHILE THE OTHER 50% IS REQUIRED AT PICK UP. ALL PAYMENTS MADE TO LEX WRAPS LLC IS NON-REFUNDABLE.

THIS IS NOT AN EXPECTATION CONTRACT AND WE ARE NOT RESPONSIBLE FOR BUYERS' REMORSE. BY ACCEPTING THE VEHICLE, YOU ARE ACCEPTING THE JOB AS COMPLETE AND THE PERFORMANCE IS SATISFACTORY. YOU ARE RESPONSIBLE FOR INSPECTING THE PRODUCT AND OR VEHICLE UPON RECEIPT.

CUSTOMER SHALL IDENTIFY TO LEX WRAPS LLC IN WRITING ANY DISPUTE CONCERNING AN INVOICE WITHIN 10 DAYS OF THE DATE OF THE INVOICE. IF DISPUTES ARE NOT IDENTIFIED WITHIN THE 10-DAY TIME FRAME, THE CUSTOMER HAS ACCEPTED THE JOB AND THE INVOICE. CUSTOMER MUST CONTACT LEX WRAPS LLC OF ANY AND ALL WORK IN DISPUTE, ACCOMPANIED BY WRITTEN EXPLANATION. AFTER INVESTIGATION, IF AN ERROR IS FOUND ON OUR BEHALF, WE WILL MAKE APPROPRIATE CORRECTIONS. IF AN ISSUE ARISES THE CUSTOMER MUST SUBMIT THEIR COMPLAINT IN WRITING AND GIVE LEX WRAPS LLC THE OPPORTUNITY TO SEE THE ISSUE AND TRY AND RESOLVE THE ISSUE PRIOR TO PRESSURING LEGAL ACTIONS.

CONDITION OF VEHICLE BEFORE INSTALLATION:

LEX WRAPS LLC IS NOT RESPONSIBLE FOR THE CONDITION OF THE VEHICLE PRIOR TO THE VINYL BEING INSTALLED OR WHAT IS UNDERNEATH THE VINYL ONCE IT IS INSTALLED. PAINT REPAIRS ON VEHICLES HAVE ADVANCED, AND SOMETIMES VERY DIFFICULT FOR EVEN US TO DETERMINE IF A VEHICLE HAS SUSTAINED DAMAGE, AND OR BEEN TOUCHED-UP, REPAINTED, BUFFED, OR WET SANDED, THUS WEAKENING THE CLEAR COAT OR ACTUAL PAINT ADHESION TO THE BODY. FOR THIS REASON, LEX WRAPS LLC IS NOT RESPONSIBLE FOR ANY DAMAGE TO EXISTING PAINT OR CLEAR COAT. BY PROVIDING US YOUR KEYS, YOU UNDERSTAND THAT LEX WRAPS LLC IS NOT RESPONSIBLE FOR ANY DAMAGE TO PAINT/CLEAR COAT, OR PAINT ADHESION TO YOUR VEHICLE INCLUDING THE REMOVAL PROCESS.

CUSTOMER AGREES TO HAVE ALL VEHICLES DELIVERED FOR WRAP INSTALLATION AT CUSTOMER'S SOLE COSTS AND EXPENSE, DAMAGE FREE, WASHED AND DRIED AND IN READY TO INSTALL CONDITIONS. CUSTOMER SHALL BE RESPONSIBLE AND BEAR THE RISK OF ALL LOSS FOR ANY VEHICLE PRIOR TO DELIVERY. ANY DAMAGE SUSTAINED TO A VEHICLE PRIOR TO DELIVERY WILL BE NOTED AND PHOTOGRAPHED BY LEX WRAPS LLC UPON DELIVERY.

ANY RUST, BUBBLING, PEELING OR CHIPPING OF PAINT AND OR CLEAR COAT, DEEP SCRATCHES, DENTS OR OTHER DAMAGE WILL BE VISIBLE THROUGH THE VINYL, AND SUCH SURFACE IMPERFECTIONS MAY DAMAGE THE VINYL OR CAUSE THE VINYL TO FAIL PREMATURELY. LEX WRAPS LLC IS NOT RESPONSIBLE FOR WRAP FAILURE ON THESE DAMAGES.

IF A VEHICLE IS NOT DELIVERED TO THE DESIGNATED LOCATION WASHED, DRIED, AND IN READY TO INSTALL CONDITION FOR LEX WRAPS LLC, THE CUSTOMER SHALL PAY LEX WRAPS LLC AN ADDITIONAL CHARGE OF \$50 PER VEHICLE THAT REQUIRES WASHING AND DRYING PRIOR TO INSTALLATION.

WE RESERVE THE RIGHT TO REFUSE ANY WORK OR VEHICLE FOR ANY REASON.

APPEARANCE:

CUSTOMER UNDERSTANDS THAT THE PRODUCT PURCHASED IS A VEHICLE WRAP. IT IS ALSO UNDERSTOOD THAT UNLIKE A PAINT JOB ON A VEHICLE, THERE CAN AND WILL BE SEAMS, AND PATCHES THAT ARE NECESSARY TO COVER ENTIRE VEHICLE AND ITS CONTOURS AND IRREGULARITIES. KEEP IN MIND THAT WE WILL ALWAYS GO TO EVERY LENGTH TO ENSURE THAT IN THE CASE OF SEAMS, THEY ARE PLACED IN THE MOST INCONSPICUOUS PLACE POSSIBLE.

INSTALLATION TIME:

LEX WRAPS IS OPEN MONDAY THROUGH THURSDAY, 8AM TO 5PM. INSTALLATION TIME IS BASED UPON MANY FACTORS INCLUDED BUT NOT LIMITED TO, FILM SELECTED, PLACES WHERE VINYL MATERIAL IS BEING INSTALLED, SIZE OF VEHICLE, COMPLEXITY OF INSTALLATION AREAS AND ANY UNFORESEEN CIRCUMSTANCES THAT MAY ARISE. IF YOUR VEHICLE IS FINISHED AHEAD OF SCHEDULE (MOSTLY LIKELY), I'LL NOTIFY YOU RIGHT AWAY SO YOU CAN PICK IT UP EARLY. QUALITY IS MY PRIORITY, AND I APPRECIATE YOUR PATIENCE TO ENSURE THE BEST RESULTS.

- FULL COLOR CHANGE: PLEASE PLAN TO LEAVE YOUR VEHICLE FOR 2 BUSINESS WEEKS (MONDAY OF WEEK 1 THROUGH THURSDAY OF WEEK 2).
- CHROME DELETES AND REMOVALS: PLEASE PLAN TO LEAVE YOUR VEHICLE FOR 1 BUSINESS WEEK (MONDAY - THURSDAY).
- GRAPHIC INSTALLS, ROOF WRAPS, OR HOOD WRAPS: PLEASE PLAN TO LEAVE YOUR VEHICLE FOR 2 FULL BUSINESS DAYS.

VEHICLE WALK THROUGH:

PLEASE REMOVE PERSONAL ITEMS FROM THE VEHICLE BEFORE DROPPING OFF FOR INSTALLATION. LEX WRAPS LLC IS NOT RESPONSIBLE FOR ITEMS LOST OR STOLEN IN THE VEHICLE WHILE IN THEIR POSSESSION. **PLEASE WASH VEHICLE 1 DAY BEFORE DROP OFF USING ONLY WATER AND SOAP.** EVEN THOUGH WE PREP AND CLEAN THE VEHICLE FOR INSTALL, WAX AND OTHER CHEMICALS WILL PREVENT THE VINYL TO STICK TO THE SURFACE. **DO NOT WAX OR CLAY BAR.** ANY WAX OR CHEMICALS LEFT ON VEHICLE BY WAXING OR CLAY BAR WILL RESULT IN BUBBLES AND VINYL WILL NOT CURE PROPERLY. LEX WRAPS WILL NOT BE HELD LIABLE FOR VINYL THAT WILL NOT STICK AND CURE PROPERLY DUE TO WAX OR OTHER CHEMICALS USED BEFORE INSTALL.

WARRANTY:

IT WILL TAKE APPROXIMATELY 30 DAYS FOR THE WRAP TO CURE. LEX WRAPS WILL WARRANTY THEIR WORK UP TO 60 DAYS AFTER WRAPPED VEHICLE IS TAKEN FROM OUR SHOP. WARRANTY COVERS MINOR LIFTS, AND OBVIOUS DAMAGE TO VINYL FROM CUSTOMER WILL NOT BE COVERED. IT IS UP TO THE CUSTOMER TO MAINTAIN IT.

AS STATED ABOVE, ANY RUST, BUBBLING, PEELING OR CHIPPING OF PAINT AND OR CLEAR COAT, DEEP SCRATCHES, DENTS OR OTHER DAMAGE WILL BE VISIBLE THROUGH THE VINYL, AND SUCH SURFACE IMPERFECTIONS MAY DAMAGE THE VINYL OR CAUSE THE VINYL TO FAIL PREMATURELY. LEX WRAPS LLC IS NOT RESPONSIBLE FOR WRAP FAILURE ON THESE DAMAGES.

ERRORS:

INSTALLERS USE A HEAT GUN TO STRETCH AND REPOSITION THE VINYL AND A SQUEEGEE TO ELIMINATE IMPERFECTIONS. IT'S IMPORTANT TO NOTE THAT INSTALLERS RELY ON SHARP RAZORS TO MANIPULATE THE VINYL AND REMOVE EXCESS MATERIALS AROUND DOOR HANDLES AND CREVICES. EVEN WITH THE EXPERT INSTALLERS, THERE'S SOME POTENTIAL FOR MINOR NICKS AND SCRATCHES TO THE SURFACE. LEX WRAPS LLC WILL NOT BE HELD LIABLE.

VEHICLE STORAGE FEES:

VEHICLES LEFT BEYOND THE AUTHORIZED PICK-UP DAY (THE DATE VEHICLE IS READY TO BE PICKED UP AND THE CUSTOMER HAS BEEN NOTIFIED) WILL BE CHARGED \$20 PER DAY, UNTIL THE VEHICLE HAS BEEN PICKED UP AND PAID FOR. UNLESS OTHERWISE DISCUSSED BETWEEN LEX WRAPS LLC AND THE CUSTOMER.

AFTER CARE & REMOVAL:

HAND WASHING IS THE MOST RECOMMENDED METHOD FOR CLEANING A VINYL-WRAPPED VEHICLE, AS IT HELPS PRESERVE THE FINISH AND EXTEND THE LIFE OF THE WRAP. WHILE AUTOMATIC CAR WASHES

CAN BE USED, THEY COME WITH A RISK - ESPECIALLY IF THEY HAVE BRUSHES THAT MAKE CONTACT WITH THE VEHICLE, WHICH CAN SCRATCH OR LIFT THE VINYL. BRUSHLESS OR TOUCH-FREE WASHES ARE SAFER, BUT HAND WASHING REMAINS THE BEST OPTION.

TO MAINTAIN A CLEAN AND VIBRANT FINISH, IT'S ALSO IMPORTANT TO KEEP YOUR VINYL "HYDRATED". I RECOMMEND APPLYING CHEMICAL GUYS' "WRAP DETAILER" SPRAY TO A FRESHLY CLEANED VEHICLE EVERY 4 TO 6 MONTHS. THIS HELPS PROTECT THE WRAP AND KEEP IT LOOKING FRESH. WHILE NOT REQUIRED, IT'S A GREAT STEP FOR LONG-TERM CARE, IN MY OPINION.

KEEP THE CAR OUT OF DIRECT SUNLIGHT FOR THE FIRST 2-3 DAYS AFTER INSTALLATION. DO NOT PRESSURE WASH THE CAR FOR THE FIRST 7 DAYS. IF USING HIGH-PRESSURE SPRAYERS AFTER 7 DAYS, STAY AT LEAST 3-4 FEET AWAY FROM THE VINYL MATERIAL AT ALL TIMES. WE RECOMMEND WHEN CLEANING TO USE ONLY VINYL MATERIAL SAFE PRODUCTS LIKE SOAP AND WATER, AVOID ANY HARSH CHEMICALS OF ANY KIND THAT CAN DETERIORATE THE VINYL MATERIAL. AVOID USING ABRASIVE WASHING CLOTHES AS WELL AS DRYING TOWELS. NEVER WAX OR CLAY BAR. IT WILL CAUSE THE VINYL MATERIAL TO TURN YELLOW AND CRACK.

DO NOT LET BUGS OR BIRD DROPPINGS SIT ON THE SURFACE FOR LONG PERIODS OF TIME (5+ DAYS) BECAUSE THEY CONTAIN ACIDIC COMPOUNDS THAT CAN STAIN, ETCH, OR DAMAGE THE VINYL WRAP'S FINISH. THE LONGER THEY SIT, THE MORE LIKELY THEY ARE TO BREAK DOWN THE SURFACE OR LEAVE PERMANENT MARKS. SPOT CLEAN IF NECESSARY.

ALTHOUGH VINYL MANUFACTURERS GUARANTEE THE MATERIAL TO LAST UP TO 5 YEARS, HIGH END MATERIAL 7-10 YEARS, THE ACTUAL LIFESPAN OF VEHICLE WRAP WILL BE CONSIDERABLY LESS, MORE OR LESS 3-5 YEARS DEPENDING ON THE WEATHER AND AFTER CARE.

BY SIGNING THIS CONTRACT, THE CUSTOMER IS INDICATING THAT THE ABOVE INFORMATION WAS READ AND YOU UNDERSTAND AND AGREE TO THE TERMS.

CUSTOMER SIGNATURE: _____ DATE: _____

IF ANY LEGAL ACTION ARISES FROM THIS CONTRACT, THE PREVAILING PARTY WILL BE ENTITLED TO ALL REASONABLE COSTS AND ATTORNEY FEES.

CUSTOMER SIGNATURE: _____ DATE: _____

I HAVE APPROVED THE WRAP THAT HAS BEEN INSTALLED ON MY VEHICLE.

CUSTOMER SIGNATURE: _____ DATE: _____