

MR PRINT ONE LLC

Vehicle Graphics & Wrap Agreement

Welcome to Mr Print One! Wrapping your vehicle is a hands-on, highly detailed process. Our top priority is delivering a high-quality, defect-free result on time. To ensure we are on the same page and can provide the best possible service, please review our operational guidelines and policies below.

By approving your proposal, paying a deposit, or dropping off your vehicle, you ("The Customer") agree to the following terms with Mr Print One LLC ("We/Us").

1. Design & Approvals

Your Approval is Key: We require your approval on a digital or physical proof before we begin printing. Please double-check all spelling, grammar, and numbers. Once you approve the design, we are not responsible for any errors, and further changes will incur extra fees.

Color Matching: Screens and monitors display colors differently than printed vinyl. If you need a strict color match, please provide specific Pantone (PMS) color codes, and we will match them to the best of our material's ability.

Creative Rights: All custom designs and layouts created by Mr Print One remain our intellectual property. You retain full ownership of any pre-existing logos or trademarks you provide to us. We reserve the right to photograph your vehicle for our portfolio and marketing unless we have signed a separate Non-Disclosure Agreement.

2. Vehicle Prep & Drop-Off

Getting Your Vehicle Ready: Your vehicle must arrive "street clean," having been washed within 24 hours of your appointment using only water and a simple soap like Dawn. Please do not apply wax, ceramic coatings, or sealants.

Preparation Fees: If the vehicle requires additional cleaning or the removal of old graphics, a \$50.00 cleaning fee and/or a \$100.00 hourly labor rate will apply, which may delay your project timeline.

Drop-Off & Storage: We ask that vehicles be dropped off the evening before installation so they can acclimate to our facility's temperature. We assume responsibility for your vehicle only when keys are physically handed to our staff. Vehicles parked outside our facility after hours are left at your own risk, and we cannot be held liable for weather, theft, or vandalism outside our direct care.

Personal Items: Please clear out your vehicle before drop-off. We are not responsible for lost personal items or electronics.

3. The Installation Process & Paint Health

Surface Condition: A wrap is only as good as the surface it adheres to. Wraps conform tightly and will highlight existing dents, scratches, or rock chips. Vinyl will not stick to rust, bare metal, primer, or unpainted Bondo; wrapping over these surfaces voids the warranty for that area.

Paint Safety & Curing: Fresh paint must cure for at least 21 days before wrapping. While we use top-tier materials designed for clean removal on healthy, factory-original (OEM) paint, we are not liable for peeling clear coat, paint failure, or damage that occurs during installation or future removal. Wraps applied to aftermarket paint jobs, repaints, or older vehicles carry a higher risk of paint damage, which is assumed entirely by the customer.

Hardware Disassembly: We may need to remove parts like moldings, mirrors, and emblems to ensure a seamless wrap. We handle your vehicle with the utmost care, but we cannot be responsible for the breakage of aged or brittle plastics and clips.

Material Realities & Consistency: Standard commercial vinyl comes in 52-inch rolls, so seams and overlaps are a normal part of the process. Wrapping complex curves requires heating and stretching the vinyl, which can cause slight visual warping of text/logos. Additionally, while we make every effort to ensure consistent colors, please understand that slight color variations may occur from panel to panel, or from vehicle to vehicle on fleet wraps. Commercial wraps are designed for macro-level visual impact and are meant to be viewed from a standard distance of 20 feet.

4. Shop Safety & Vehicle Pickup

Restricted Access: For safety and insurance reasons, customers are not permitted on the active installation floor.

Insurance: You are required to maintain primary comprehensive auto insurance on your vehicle while it is at our shop. Our garage-keepers policy acts as secondary coverage for shop negligence but does not cover external factors like severe weather or acts of God.

Pickup: We will release the vehicle only when it is 100% complete and the final balance is paid. If a vehicle is not picked up within 3 business days of completion, a \$50.00 per day storage fee will apply.

5. Aftercare & Warranties

The 5-Day Bonding Period: Do not wash your vehicle for the first 5 days after installation. The adhesives need this time to set properly.

Window Graphics: If perforated vinyl or solid material is installed on your windows, do not roll the windows down, as this will catch the edges and peel the material prematurely. Additionally, do not use your rear windshield wiper if material is installed on the back glass.

Maintenance & Weather Protection: Hand washing is required. Automated car washes, pressure washers, or harsh chemicals will damage the wrap and void your warranty. To get the full life out of your investment, protect the vehicle from extreme heat, extreme cold, snow, rain, and chemical pollutants when not driving.

Warranty: We guarantee our installation labor against severe lifting or bubbling for 1 year. We also pass along the manufacturer's material warranty (typically 3–5 years for vertical exposure and 1–3 years for horizontal exposure).

Implied Warranties: EXCEPT AS OUTLINED HERE, WE DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

6. Payments, Cancellations & Dispute Resolution

Payments & Refunds: Because graphics are custom-made for your vehicle, all sales are final and DEPOSITS ARE NON-REFUNDABLE.

Cancellations: Rescheduling or canceling with less than 72 hours' notice will result in a \$250.00 disruption fee.

Our Commitment to Quality (Right to Cure): If you have any concerns about the wrap, you must notify us in writing within 10 days of the invoice date. We reserve the absolute right to inspect the vehicle and correct any issues (via repair or replacement) before you initiate a chargeback, stop a payment, or pursue legal action.

Mechanic's Lien: We reserve the right to place a mechanic's lien on the vehicle for any unpaid balances.

Limits of Liability: IN NO EVENT SHALL MR PRINT ONE BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF USE OR LOST PROFITS). OUR MAXIMUM LIABILITY WILL NEVER EXCEED THE TOTAL AMOUNT YOU PAID FOR THE SPECIFIC SERVICE.