



fetch.

VEHICLE WRAP

GUIDES AND  DISCLAIMERS

STEPS

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.

Page 3	Vehicle Preparation - What to do before your vehicle is wrapped
Page 4	Vehicle Maintenance - Care and up-keep of your graphics
Page 5	Disclaimer - The fine print and details of your graphics
Page 6	3M MCS Warranty - proof of commitment to producing graphics of the highest quality
Page 7-8	3M MCS Warranty extended

STEP 2

Complete graphics approval process.

STEP 3

Read and sign the Disclaimer (page 5)

STEP 4

Print and fax, or email, the disclaimer to your Fetch Rep

STEP 5

Pay graphics quote amount

YOUR SIGNATURE ON PAGE 5
IS **REQUIRED TO INITIATE** THE
PRODUCTION PROCESS.

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 by you 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 F, 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 optimum temperature required; this is especially important when starting from extremes in cold. 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.

VEHICLE CARE

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 in Item 1 as soon as possible.

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.

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. PMS colors can only be approximated using digital production methods. Additional changes, production, proofs, or revisions will require additional production charges. Upon acceptance, without further notice to the Customer, this order becomes a valid contract governed by the laws of the State of Wisconsin.

You, the customer agrees to approve all artwork either in writing or by utilizing our online proofing system prior to production.

You, the customer have verified that the BILL & SHIP TO information on the attached Sales Order are correct. If incorrect or empty please fill out/correct.

All products are warranted by the respective product's manufacturer. Copies of such warranties are available upon written request.

This pricing is valid for 30 days.

PRODUCTION GUIDELINES

Sketches, proofs, art work, tools, films, dies, and plates made or altered by Fetch Graphics, LLC for this order will remain the property of Fetch Graphics, LLC, unless otherwise agreed upon between Fetch Graphics, LLC and you, the customer.

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 we at Fetch Graphics we try to eliminate them as much as possible. Anything beyond these instances needs to be brought to the attention of Fetch Graphics, LLC.

INSTALLATION DISCLAIMER

Fetch Graphics, LLC does not warranty, accept responsibility or any liability for graphic failure resulting from improper installation methods, 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 its contractors.

You, the customer acknowledges that you have now been informed that the removal of 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 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 wax all vehicles the day prior in preparation for 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 conditioning with adequate lighting.

You, the customer agree to pay \$150.00 USD charge plus actual travel expenses if you do not present your vehicle(s) for installation at the scheduled location, on the scheduled date and time or if canceled less than 48 hours before said scheduled date and time.

FINANCIAL TERMS

For Fetch Graphics, LLC to initiate production the following is needed: A) Full payment or B) 50% down payment with balance due on completion. All major credit cards are accepted. Terms can be negotiated and will appear in the Terms section below.

Sales Tax is added to the sale price according to applicable laws of the 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.

A finance fee of 1.5% will be applied to balances greater than 30 days.

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

Customers located outside of the United States will be responsible for all duty charges and taxes associated with shipment of the graphics. These charges will be added to the final invoice or billed separately if needed.

ARTWORK PROOF APPROVAL

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. Any changes from your previously approved copy will be charged extra according to both time and materials.

You, the customer, agree to send photos of your vehicle PRIOR to production 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.

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

You, the customer, will provide the proper Pantone colors to match when applicable. Fetch Graphics LLC will use color management tools to appropriately replicate provided colors.

It is understood that Fetch Graphics, LLC will be required to immediately begin printing upon receipt of 1) the properly returned Terms and Conditions (this packet), 2) your approved design and 3) your deposit as specified. In the event you, the customer, cancel this order once production has begun you agree that Fetch Graphics LLC will retain the deposit as liquidated damages and as full payment for all production costs incurred.

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

Signature Approval: _____ Print Name: _____ Date: ____/____/____

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.



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Pleasant 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
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		✓	✓
Additional Coverage for 3M™ Panaflex™ Awning and Sign Facing and 3M™ Panagraphics™ Flexible Substrates	Seam or splice failure when made as recommended			✓
	Blowout when used as recommended			✓
	Mildew			✓
	Wicking			✓

3M GRAPHICS WARRANTY

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

Warranty Period for 3M Product Performance, in Years

Film	Graphic Protection	Vehicles	Outdoor & Indoor Signs	Watercraft	Indoor
IJ180-10 IJ180C-10 IJ180Cv3-10	8518 8519 8520 8915	5	4	2	7
	8528* 8548G*	5/2	4	2	7
	1920DR	2	2	—	3

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 tables, Section G.(1) or Section F.(1), by the percentage shown for the intended graphic exposure. See page 4 for the graphic exposure definitions.

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:

