



Customize, Advertise, Protect

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www.gotshadeonline.com VEHICLE PREP GUIDE

GOTSHADEonline, Inc. is a company that specializes in the production and installation of large format digital graphics. We are an Avery Certified installer of vinyl graphics/wraps boasting in-house design, large format digital printing, cutting, lamination and installation for high quality full color printed graphics/wraps, paintwraps and specialty vinyl graphics to be applied to vehicles, floors, walls, store front windows, mirrors, etc. with a 13500 sq. ft. facility to accommodate vehicle fleets.

GOTSHADEonline, Inc. provides this document to you to help you and us insure that all the proper steps are taken to prepare and install your vehicle graphics. This document has the information you need to be familiar with before we start working on your project.

We are proud of the fact that we offer our clients only the highest quality certified installers, technology, and materials available in the industry today. The following information has been established by the leading industry manufacturers of vehicle graphics film. Please take the time to read through and understand the next 12 paragraphs, and if left with any questions, please don't hesitate to ask us.

1. All vehicles must be cleaned/washed (NO WAX, NO TIRE SHINE) before we can accept them for vinyl installation. **If the vehicle does not come to us clean, we will charge a \$100 washing charge for passenger vehicles and a washing charge of \$100 per hour for larger vehicles.** We will then wipe down the vehicle with a certified cleaning agent. All existing graphics should be removed prior to installation. **GOTSHADEonline, Inc. charges for removal of old graphics. Inquire about pricing.** If all of the existing graphics are not removed prior to installation, we will remove any parts that interfere with the installation process, and the client will be charged accordingly.
2. All vehicles must have a proper paint finish (automotive grade paint, NOT PRIMER). All paint must be without rust or corrosion. **If the vehicle's finish (body and paint) is not in good condition, any vinyl installed will not be warranted by either our Vinyl Manufacturers (3M and/or Avery) or GOTSHADEonline, Inc.** All vehicles will be assessed prior to installation by GOTSHADEonline, Inc.. Troublesome areas that will impede a proper installation of the vinyl wrap/graphics will be discussed with the customer for remediation by the customer or by GOTSHADEonline, Inc. at an extra charge. Any areas with prior damage that will not impede a proper installation will be noted in our records.
3. Extra options on the vehicle that inhibit the installation of graphics must be removed by the customer. Examples are: RV awnings, ladders, special lights, speakers, roof racks, etc. **If we are required to remove these items, there will be a charge of \$100 per hour to remove and reinstall these items.** Items that we will remove at no charge are mirrors, reflectors, lights, and small emblems. GOTSHADEonline, Inc. is not responsible for any damage caused due to the removal or reinstallation of such items.

4. Our Vinyl Manufacturers (3M and/or Avery) warrant vinyl graphics that were properly installed according to specs from said manufacturers. They will not warrant vinyl graphics applications on vehicles with contours that extend beyond 1/4". None of the compound curves on the following vehicles qualify for a warranty when wrapped: VW Bug, Hummer, most passenger and small vehicles. **We will not install vinyl on rubber or textured plastic parts of the vehicle (around windows, doors, mirrors, bumpers, etc.).** We can install vinyl on smooth plastic parts of the vehicle PER YOUR REQUEST. Please note that **our Vinyl Manufacturers and/or GOTSHADEonline, Inc. will not warranty these applications.** All surfaces that are not vertical are subject to a much lesser warranty due to their exposure to the sun's damaging rays. **All material warranties listed are based on vertical surfaces.**

The following is a list of items on vehicles and their warranty when covered with vinyl products:

Vehicle Body Areas and Parts	Manufacturer's Warranty	Notes and Suggestions
Hood and Roof	2 Years	Liquid wax will prolong the life of the graphics
Driver Side, passenger Side and Back	5 Years	Liquid wax is recommended
VW Bug Fenders	No Warranty	Liquid wax will prolong the life of the graphics
PT Cruiser Fenders	No Warranty	Liquid wax will prolong the life of the graphics
Bumpers	No Warranty	Liquid wax will prolong the life of the graphics
Mirrors, Tire Covers, etc.	No Warranty	Liquid wax will prolong the life of the graphics
Side and Back Window Perf	1 Year	Do Not Wax or Coat, Do Not Scrape
Compound Areas	No Warranty	Liquid wax will prolong the life of the graphics

If the graphics fail in the first year, we cover this under the GOTSHADEonline, Inc. Warranty. After the first year, we follow the previous charts for warranty support from the manufacturers. The manufacturer's warranty does not determine the time at which the film will fail, on the contrary, the film in most cases lasts much longer than the manufacturer's warranty, but as a result of the care not taken of most vehicle graphics, the manufacturer has no choice but to limit the warranty. **The message is that if you look after your graphics, they will look beautiful for years!**

5. If you want us to install vinyl graphics or wrap material that you have purchased elsewhere, we need to assess said vinyl prior to determining if we will install them or not. We reserve the right to refuse to install any such vinyl products at our discretion. **If after assessment, we decide we can install the customer provided vinyl, we will not warranty these applications.** Because the vinyl production, quality and storage history is beyond our control for such vinyl products, we cannot warranty said products.
6. Engine compartment graphics do not carry any warranty. Diamond plate and diamond plate like surfaces will not be covered. Wheel graphics are not warranted. Cylindrical items on the vehicle (pipe assemblies like roll bars, brush guards, etc.) will not be covered. **By law, we do not install graphics on the front windshield other than in the AS1 visor area, nor on the driver's or passenger's side front windows.**



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7. GOTSHADEonline, Inc. offers vehicle measurement services. We strongly recommend that all vehicles be measured by a GOTSHADEonline, Inc. employee to insure that the graphics are designed properly to fit the vehicle. **If the vehicle is not available for measurement prior to production of the vehicle graphics, GOTSHADEonline, Inc. cannot guarantee the graphics will fit properly and will not be held liable for said graphics.**
8. We use a felt squeegee during installation to prevent scratching the laminate film. Even with these preventative steps, tiny scratches in the over-laminate are still a possibility. They do not affect the film or the warranty. We use sharp blades on the areas with body panel seams or areas where the vinyl could lift due to hard lines in the body or connection points. In rare instances, the installation process can cause small lines in the paint finish of the vehicle. When the film is removed, these lines may be seen. This is the accepted industry standard for installing graphics and needs to be understood by the owner of the vehicle. **GOTSHADEonline, Inc. and the vinyl manufacturers do not cover this damage under our/their warranty.**
9. The average time from date of final approval of a design for a full wrap is 5 business days (1 day for printing and lamination of the vinyl graphics, 4 days for the installation of the graphics). This is the turnaround time for a standard passenger size vehicle, and will differ for any other type of vehicle.
10. All graphics installations are based on the number of sq. ft. being installed. We have a minimum charge of \$300 for all on-site installations, plus travel time billed at \$75 per hour. **If GOTSHADEonline, Inc. installers on-site are forced to stop work due to no fault of the installers, a charge of \$100 per hour of delay time will be added to the final invoice.**
11. Vinyl graphics removal will in some cases inadvertently leave stains on the vehicle paint or remove paint from the vehicle in certain areas. This may be caused by not properly applied vehicle paint, the age of vinyl graphics being removed, or if the vehicle had paint touch ups applied. **GOTSHADEonline, Inc. and/or the Manufacturers of the vinyl are not responsible for any damage to the vehicle paint due to vinyl being removed.**
12. Vehicle graphics design and layout is included in the estimated pricing when required and includes changes made to the chosen design. **A non-refundable downpayment of \$500 is due at the beginning of the design process for full vehicle wraps and \$250 for partial vehicle wraps.** Designs are property of GOTSHADEonline, Inc. until purchased for application, at which point they become exclusive to the customer. We can provide you with digital files of your graphics at a \$25 per graphic charge. We do keep all customer files in our database as well.