

Graffiti Design (Pty) Ltd Terms and Conditions

1. Graffiti Design (PTY) Ltd offers 30 day account facilities.
2. A 70% deposit is required for non- account qualifying customers, upon acceptance of the quote, before production can start. Full payment must be made before vehicle collection for COD customers.
3. Design fees are determined by the complexity and type of design required if the 3 iterations are exceeded.
4. Production lead time is approximately 5-7 working days from final artwork sign off.
5. Quotes are valid for 7 days from the quoted date.
6. Graffiti Design (Pty) Ltd is not liable for any vehicle damage during vinyl application or removal in the following circumstances:
 - Vehicle was resprayed due to an accident before branding.
 - Vehicle is older than 3 years at the time of branding.
 - Paint is lifting on parts of the vehicle or on color-coded plastic areas (e.g., bumpers, side beadings).
7. A cancellation fee of R1500 applies if a branding slot is missed.
8. If vehicle branding is cancelled by the client 48 hours before the scheduled appointment, the application fee will be credited, but any production balance is due in full.
9. If cancelled within 48 hours, the full balance is due, and an additional application fee will be charged if rescheduled.
10. All decals, materials, and designs remain the property of Graffiti Design (Pty) Ltd until paid for in full. All Designs remains the property of Graffiti and if required at a later stage in open file format a charge will be applicable
11. Clients have 7 days after branding to report any vinyl lifting, movement, or bubbling. Graffiti Design (Pty) Ltd will schedule a fix if notified within this period. If not, the warranty is void.

Additional Notes:

- All valuables should be removed from vehicles; Graffiti Design (Pty) Ltd is not responsible for lost personal items.
- Vinyl settling period is 1-2 weeks. Minor movement or bubbles are normal and should resolve in this period and if not Graffiti will do a post heat process to correct the movement at no cost to the client.

Vehicle Branding Warranty:

1. **Pigmented or Printed Vinyl with UV Film:**
 - 3 year Warranty
 - 3 years for vinyl adhesion.

Cleaning Instructions:

- Hand wash with hose and standard car shampoo (no waxes or polishes).
- Avoid machine car washes, power hoses, abrasives, waxes, chemicals, or strong detergents.
- Vehicles should be washed weekly (twice a week for commercial vehicles).

Other Terms:

- Graffiti Design (Pty) Ltd is not responsible for any damage to paintwork when removing vinyl from vehicles older than 2 years or on plastic areas (e.g., bumpers, side mirrors).
- Warranty for **ContraVision** (window branding) is 6 months, due to inability to varnish. Branding of windows is at the client's own risk.
- Clients may insure their branding through their insurance provider.

Production Process:

- Lead time is 10 working days, subject to design sign-off, stock availability, and receipt of deposit.
- Vehicle photos are required for design confirmation.
- Branding typically takes 1-2 full working days depending on the size of the vehicle. . It is recommended to collect the vehicle the following morning for optimal vinyl settling.