

# QSC DESIGN

## Reasonable & Unreasonable Expectations from your Vehicle Graphics

QSC Design has been installing vehicle graphics for over 15 years. The following are a set of guidelines that you should and should not expect from your vehicle graphics and our installation team.

In all cases the vinyl we install on your vehicle is put on with a flat 4" squeegee and is applied by hand. We clean your vehicle with all the correct and approved chemicals and remove all objects to make the installation as successful as possible. Once this is completed we tape the graphics panels to the vehicle to ensure that everything will line up to the vehicle as they were designed. We make every attempt for a clean transition from the side graphics to the rear graphics, but there may be a hard line between these graphics depending on how favorable the body lines of the vehicle are. The same holds true for the transition of graphics from the sides to front and sides to roof. Because of compound curves on the vehicle (curved that bend in two directions) we will be required to stretch and/ or piece the graphics. This can cause problems with the graphics. It is advisable to use a generic background in these areas. Some vehicles have body indents, and since the vinyl can not be stretched more than 1/4", we are forced to cut the vinyl and cover the area that viewed from a straight on view of the vehicle. Areas around door handles, mirrors, door locks, wiper motors, antenna, roof racks, etc. are difficult to make look perfect, and it is very common to cut the vinyl around these areas and piece in extra vinyl to cover exposed body areas.

You can expect that the vinyl could have small wrinkles and bubbles and minor imperfections. **THIS IS NOT PAINT.** If flawless perfection is expected then an airbrush paint job is required, which will result in 4 to 10 times the cost of vinyl graphics. Unfortunately this is not a service that QSC Design provides. It is our promise that we will make the vinyl look as good as possible, and we stand behind our work. Our rule is that if the graphics look great from 4 ft away then this is a successful wrap. If you have a problem with your vehicle graphics, you need to contact QSC Design immediately so we can fix the problem. Waiting could cause the problem to get worse and possibly not fixable.

# QSC DESIGN

## Installation

QSC Design is proud of the fact that we use only the highest quality products and technology to offer to our clients.

1. All vehicles must be cleaned/ washed before we can install graphics. If the vehicle does not come in clean a 60.00 charge will be added. We will wipe down the vehicle with a certified cleaning agent. All graphics should be removed prior to installation (QSC Design charges 60.00 per hour for vinyl removal). If the graphics cannot be removed cost effectively, we will remove all parts of existing vinyl that is not cleanly mounted to the vehicle.
2. All vehicles must have proper paint finish. All paint must be clean without rust or corrosion. If the vehicle's finish is not in good condition, all vinyl installed will not be warranted.
3. Items that will be removed from the vehicle by QSC Design include; mirrors, reflectors, lights, and small emblems. All other items that inhibit graphic installation must be removed by the customer (ie. RV awnings, speakers, roof racks). QSC Design is not responsible for any damage caused due to the removal of these items.
4. Manufacturer only warrantees vinyl that is properly installed. The vinyl must not have stretched more than ½" per foot. All compound curves on the following vehicles do not qualify for a warranty when wrapped: VW Bug, Hummer, most passenger and small vehicles. We install at your request only, the vinyl on rubber parts of the vehicle, but QSC Design does not warranty this part of the job. All surfaces that are not vertical are subject to lessor warranty due to the fact that all materials are warranted based on a vertical surface. All warranties cover graphics that are applied at QSC Design or an approved dust free climate controlled location.

Hood Vinyl	2 yrs
Drive Side Vinyl	5 yrs
Back Vinyl	5 yrs
Pass Side Vinyl	5yrs
Roof Vinyl	2 yrs
VW Bug Fenders	No Warranty
PT Cruiser Fenders	No Warranty
Bumpers	No Warranty
Mirrors, Tire Covers etc	No Warranty
Window (perf film)	1 year
Compound Areas	No Warranty

The manufactures warranty does not determine the time at which the film will fail. In most cases the film will last much longer than the manufacturer's warranty. Abrasion will destroy your vehicle graphics. Do not clean with harsh chemicals, rough brushes or sponges. Use only touch-free carwash, and high pressure hoses must be used with caution. If you look after your graphics they will look beautiful for years

5. All stainless steel surfaces carry a 2.5 year warranty. All Diamond plate and diamond plate like surfaces will not be covered. Mirrors are not covered or warranted. Vinyl is not installed on cylindrical items (pipes, roll bars, ect). The law prohibits us from installing vinyl on windshields, driver's windows, or passenger front windows. Wheel graphics are not warranted.
6. All vehicles must be measured prior to manufacture of graphics. If vehicle is not available for measure, QSC Design cannot guarantee the graphics (images) to fit properly and will not be held liable.
7. Installation. When we install vehicle graphics we use a felt edged squeegee to prevent scratching the film. Even with these preventative steps it is possible to end up with small scratches. These fine scratches do not affect the film or warranty. We use sharp blades to cut the film on the vehicle at hard lines or connection points, as a result this can cause small lines in the paint finish that may be visible when the vinyl is removed. This is accepted as the industry standard way of installing graphics and needs to be understood by the owner of the vehicle.
8. Turnaround time averages at 8 business days from the date of final approval.
9. When we remove vinyl from a vehicle we use a heat process to soften the film. In some cases the vinyl removes paint because the paint was not properly applied to the surface. QSC Design is not responsible for damage due to vinyl being removed. Any damaged spots that need to be repainted must be done so before vinyl can be applied. You can choose to have new graphics installed over existing graphics instead of removing.
10. QSC Design makes every attempt to use the highest quality and resolution of images possible. When an image is dramatically increased in size to fit the area of the vehicle, the image will decrease in pixels per square inch. Up close the image may not appear as clear. There are obvious limitations to what can be done with these images, that is why quality images must be used.

Vehicle design is based at 120.00 per hour. A deposit of \$250.00 is required for artwork and design to create a layout for your vehicle. This charge is deducted from the final bill. Vector artwork or high resolution images may be provided by the customer to incorporate into the design. Any other images that are required to be purchased by QSC Design will be charged to the final invoice. QSC Design can also arrange to have our own digital photographs taken as necessary. We have templates for most vehicles and can offer templates of your vehicle for \$100.00 each. This charge is also deducted from the final invoice for vehicle graphics.