



INSTALLATION TERMS & CONDITIONS

Architectural Graphics & Signage

Our Field Services Department will carry out the installation and provision of your chosen branding solutions. If you require further information regarding these services or your installation booking, please contact our customer service centre.

Call 01502 501 234 or email sales@aurabrands.com

Overview

We work hard to provide the highest standards of excellence in the installation and implementation of our brand solutions.

To facilitate this, ensure we meet your expectations and avoid unnecessary extra costs for downtime or preparation prior to application, you can help by following the checklist below.

The steps below should be completed, or alternative arrangements agreed and in place, prior to each application to provide a valid warranty and ensure delays or additional charges are not incurred.

Site Conditions

- ▶ All application areas must be clean and dust free with adequate lighting, utilities and clear unrestricted access provided.
- ▶ All areas must have obstructions & furniture (e.g. desks, shelves, filing cabinets etc) removed in advance of our technician's arrival to site.
- ▶ On site risk assessments will be conducted by our field services team before commencing any work. The working environment must be well ventilated, clear and clean of obstructions and reasonably dirt and dust free.
- ▶ Any scheduled installation services not completed due to being unable to access the site or any other reason beyond our control (including missing or incorrect free-issue products **not** supplied by Aura Brand Solutions) will be charged in full as per our quote/prevailing rates.
- ▶ Any return visit to complete the installation services resulting from reasons out of our control will be charged for in full as per our quote/prevailing rates.
- ▶ Unforeseen costs resulting from the above will be charged where appropriate, including waiting time, overtime, travel, subsistence and accommodation.

Self-adhesive Graphics

- ▶ All installations are subject to the above.
- ▶ The application area and substrate to have a minimum ambient temperature of twelve degrees Celsius (12°C) or the

minimum temperature stated on any relevant material datasheets, where advised.

- ▶ Smooth wall and ceiling applications - any imperfections in the substrate will need to be filled, sanded and paint sealed, preferably with a silk or eggshell paint, 48 hours prior to installation date. The whole surface should be painted with suitable paint.
- ▶ Textured wall applications - the brick- or block-work should be secure and dust free with any loose parts removed or repaired.
- ▶ Windows & internal floor applications - surfaces must be cleaned in advance of our technician's arrival.
- ▶ Any existing substrate damage, or irregular paint surface etc will compromise the overall finish and performance of films and will invalidate any warranty; expressed or implied.

External Installations

- ▶ All external installations are weather dependent. Conditions such as, but not limited to heavy and persistent rain or high-winds will mean the installation may need to be rescheduled. We will monitor conditions and advise you in advance of any need to reschedule.

Product Data Sheets

- ▶ Any conditions or requirements stipulated in the products technical data sheets also apply.

Cancellation of Booking

- ▶ Any installation service may be cancelled up to 48 hours before its scheduled start time without charge.
- ▶ Bookings cancelled within 48 hours may be subject to a cancellation charge up to the full amount of our quote/prevailing rates.

Project Specific Conditions

- ▶ Certain project specific conditions may also apply. Please refer to your proposal or quotation documentation for further.

AURA BRAND SOLUTIONS

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