



INSTALLATION TERMS & CONDITIONS

Vehicle Branding

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.

Vehicle & Site Conditions

- ▶ All vehicles must be presented to our technicians clean and dry; free from pre-delivery wax, grease etc. upon their arrival.
- ▶ All vehicles must be sited undercover with a minimum ambient temperature of twelve degrees Celsius (12°C) or the minimum temperature stated on any relevant material datasheets, where advised.
- ▶ Adequate lighting, utilities and clear unrestricted access around the vehicle(s) are necessary.
- ▶ 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 installation services not completed due to the vehicle being unavailable 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/prevaling 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/prevaling rates.
- ▶ Unforeseen costs resulting from the above will be charged where appropriate, including waiting time, overtime, travel, subsistence and accommodation.

Wrapped Vehicles

- ▶ All vehicles subject to the above.

- ▶ Aura Brand Solutions reserve the right to employ stress relief cuts in the self-adhesive film where deep recesses etc may be deemed unsuitable for seamless wrapping.
- ▶ Ambient temperature must be maintained at 12 degrees Celsius (12°C) both during wrapping and for a 'stand down' period of 12 hours to allow the adhesive to perform optimally.
- ▶ Any existing vehicle damage, or irregular paint surface etc, including corrosion or rust will compromise the overall finish and performance of self-adhesive wrapping films and will invalidate any warranty; expressed or implied.
- ▶ Where the branding design requires us to remove vehicle model badges or similar, we will do so with all due care. However, we can not be held responsible for any damage to the badges or replacing them on the vehicle. We will leave the badges in the vehicle.
- ▶ Where the branding design requires us to remove vehicle furniture, including but not limited to door handles, mirrors, plastic trims, we will do so with all due care. However, we can not be held responsible for any damage or breakage of the vehicle furniture.

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/prevaling rates.

Vehicle Insurance

- ▶ Aura Brand Solutions has no insurable interest in any customer's vehicle delivered to our premises and will not be held responsible for loss or damage to customer's vehicles.
- ▶ It will always remain the responsibility of our customers to ensure their vehicles are fully insured whilst on our site.

Project Specific Conditions

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

AURA BRAND SOLUTIONS

Freemantle Road, Lowestoft, Suffolk, NR33 0EA, UK
t 0845 0525 241 e info@aurabrands.com w aurabrands.com

Aura Brand Solutions Limited. Registered Office: Freemantle Road, Lowestoft, Suffolk, NR33 0EA.
Registered in England Under Company Number 02984457. VAT No. GB 443 0520 90



Aftercare – Simple steps to safeguard your graphics

Aura Brand Solutions will always endeavour to specify the correct product and skill set for every vehicle branding installation. This ensures your investment will reward you with many years of excellent service and trouble free performance for its expected life.

To ensure this, and not invalidate any warranty, please adopt a proper aftercare policy by following the guidelines below:

Safeguard your graphics by observing the following

- ▶ On receipt of your vehicle, please **do not** wash it for 7 days. This will ensure full adhesion of the graphics.
- ▶ Before cleaning, test your detergent on a small inconspicuous area of the graphic to ensure it does not cause any damage.

Hand Washing

1. Rinse off surface or loose dirt particles with a spray of clean water.
2. Use a non-abrasive detergent free from strong solvents or alcohols and high acid or alkaline levels.
3. Wash with a soft clean cloth or sponge to remove dirt.
4. Rinse thoroughly with clean water. To reduce water spotting use a Chamois to remove water and finish with a clean micro-fibre cloth.

Automated Vehicle Wash

1. DO NOT USE a rotating brush type wash as this may damage the graphics.
2. Brushless washes are acceptable.

Pressure Washing

Self-adhesive film is easily cleaned using pressure washing – however Improper handling of the water spray or incorrectly blending cleaning solutions can just as easily damage it.

In order to avoid degrading the graphics or lifting the edges of the film during pressure washing observe the following:

1. Use a detergent as described in Point 2 of Hand Washing above.
2. Ensure the nozzle pressure is kept below 1200psi (80bar).
3. Keep the water temperature below 60°C (140°F).
4. Use a spray nozzle with a 40° wide-angle spray pattern.
5. Keep the nozzle at least 750mm (2.5ft) away from and at 90° to the graphics.

Warnings

- ▶ Sharp-angled water jets from power cleaners may damage the edges of the graphics and cause delamination or lifting.
- ▶ High pressure steam cleaning should be avoided as the extreme heat can interfere with the adhesion of the graphic film.

Important Notes

Difficult Contaminants

Soften difficult contaminants such as tar, bug splatter, bird droppings, tree sap and similar pollutants by soaking them for several minutes with hot soapy water, rinse thoroughly and dry.

Fuel Spills

Wipe off immediately, then wash, rinse and dry as soon as possible as per the Hand Washing instructions.

Storage

Like paint, graphic films are degraded by prolonged exposure to the sun and atmospheric pollutants, whenever possible garage the vehicle or park in a shaded area during the day.

If your graphics are damaged or you see signs of lifting, peeling or excessive print fading etc, contact your Fleet Department immediately.

For further information, assistance or to order replacement graphics please contact us.
