

# SCOPE IMAGERY

## TERMS & CONDITIONS

### QUOTES, PAYMENT TERMS & ARTWORK PROOFS

Quotes are valid for 30 days. A 20% deposit is required prior to the beginning of production. This deposit is non-refundable. The remaining balance is due upon collection of job.

Unpaid balances after 30 days will result in an account hold. Unpaid balances after 60 days incur an interest fee of 1.5% per month.

Scope Imagery does not accept liability for costs incurred due to change of mind in sizing, quantities, spelling, colours or fine details by client after approval of concept artwork, and costs are the responsibility of client.

Scope Imagery does not tolerate abusive or inappropriate behaviors of any kind and Scope Imagery reserves the right to refuse service for any reason.

### WARRANTIES AND RETURNS

All vehicle wraps and decals installed by Scope Imagery are subject to a 12-month warranty. See 'Scope Imagery wrap warranty information' for further information.

Scope Imagery does not offer a warranty for any same day or rush jobs. This is inclusive of wraps.

All other products by Scope Imagery are not subject to warranty. This includes designs, paneling, individual decals, and stickers. Products which are faulty prior to leaving the premises or within 48 hours of paneling installation may be returned.

In the event that a warranty shall be claimed, or a product is damaged as described above, products will be repaired, replaced or a store credit issued. Scope Imagery does not offer a refundable cash back service.

It should be noted that repairs, credits, and replacements will be made to products and installs which are poorly installed by fault of Scope Imagery or where products are differing from design proofs at a substantial level.

Scope Imagery will *not* issue repairs, credits, or replacements if the product is to an acceptable standard upon collection or where 3-dimensional products differ from designs proofs to a small or reasonable standard, as materials simply cannot be matched to 2-dimensional design proof exactly.

Scope Imagery will *not* issue repairs, credits, or replacements if the product has been subject to neglect by client. Scope Imagery does not accept liability for damage to products or substrates caused by negligence of client, lack of vehicle cleanliness, pressure washing of vinyl or lack of protection from UV.

*It should be noted that vinyl products are not the same as paint. Some faults may arise, particularly in door jams, handles, lights, and joins. At times, these faults are simply unavoidable, and clients should be aware of the differences between vinyl and paints.*

## CLIENT PROPERTY

Scope Imagery does not accept liability for damage caused to paint or substrates which are older than 5 years.

Scope Imagery does not accept liability for theft or damage to any vehicles or property caused by a third party within the company's property at any time. Security footage is available in the event of theft or damage.

Scope Imagery does not accept liability for damage to paint, badges, door handles, guards, bumpers, aerials, mirrors, or lights to vehicles owned by client or a third party 48 hours post install appointment.

Scope Imagery is not liable for any poor-quality products which are the fault of the substrate or paint it is applied to. For example, clear coat peeling, requests for installs over existing vinyl/paintwork or chips in substrate surface.

## DELIVERY AND PICK-UP

Scope Imagery offers a delivery service for products other than vehicles at buyer's expense. Quotes are not inclusive of delivery services unless requested.

Scope Imagery does *not* offer a pick-up or drop-off service for vehicles. These must be dropped off and collected by client. A courtesy vehicle is available for client's who may require it. See 'Courtesy Vehicle Terms of Use' for more information.

## JOB CANCELLATION

Scope Imagery does not accept liability for job cancellations at the decision of client. Any design time, materials prepared, and install time at the point of cancellation will be paid at the expense of client.

## INTELLECTUAL PROPERTY

All concept artwork is property of Scope Imagery unless paid in full or subject to licensing agreement.

Concept artwork includes, but is not limited to logos, vehicle wrap designs, paneling designs, and stylistic design created by Scope Imagery.

Concept artwork is strictly separate to any physical products offered by Scope Imagery and are not the property of clients when signs, wraps or web designs are purchased in full. Payment for concept artwork should be requested if the concept is to be used elsewhere. *For example, if a wrap is purchased in full, the concept artwork is still the property of Scope Imagery unless paid for separately by client.*

Concept artwork includes artwork or designs created by any employee within Scope Imagery.

Any unauthorised use or exploitation of concept artwork is an infringement of the Copyright Act 1968 (Cth). Should you wish to adapt or recreate any concept artwork created by Scope Imagery, please contact Zac on 0405 803 136.