

# SCOPE IMAGERY PTY LTD

## TERMS & CONDITIONS

### QUOTES, PAYMENT TERMS & ARTWORK PROOFS

Quotes are valid for a maximum of 30 days. A 50% deposit is required prior to the beginning of production on orders over \$2,000. This deposit is non-refundable. The remaining balance is due strictly upon collection of job unless other credit accounts have been agreed upon with account management.

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

In the event that payment is not produced by the due date, invoices will be forwarded onto a debt collector at the expense of the payee.

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 incurred 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 or request 'Scope Imagery wrap warranty information' for further information.

Vehicle wrap and decals warranties are void if client does not abide by the recommended maintenance steps outlined in 'Scope Imagery wrap warranty information' document or if damage occurs outside of Scope Imagery's reasonable control. This includes rock chips and other road accidents, scratching or denting by fault of client, negligence of client, and lack of proper protection from UV.

Scope Imagery offers a 12-month warranty on paneling, individual decals and stickers in the unlikely event of product failure. This does not include failure or damage by fault of client. For example, pressure washing materials, physical damage by client or third party, lack of cleanliness by client (i.e., excessive dirt or wildlife droppings are left on materials) or any damages caused that fall outside Scope Imagery realm of reasonable control.

Products which are faulty prior to leaving the Scope Imagery premises or within 48 hours of paneling installation may be returned.

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 and concept artwork.

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 at times, materials cannot physically 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. In this unlikely event, liability shall fall under owners' insurance. 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 by client.

Scope Imagery does not accept liability for damage to any products where damage was incurred by a third party in transit.

Scope Imagery does *not* offer a pick-up or drop-off service for vehicles. These must be dropped off and collected by client. A 5-speed courtesy vehicle is available for client's who may require it. See or request 'Courtesy Vehicle Terms of Use' for further T's & C's.

## **JOB CANCELLATION**

Scope Imagery does not accept liability for job cancellations at the decision of client. Any design time, materials prepared or install time at

the point of cancellation will be at the expense of client. Any deposit amounts paid will not be refunded.

## **INTELLECTUAL PROPERTY**

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

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 client wishes to own the concept or if the concept is to be used elsewhere in the clients branding. *For example, if wrap is purchased in full, the concept artwork is still the property of Scope Imagery unless paid for separately by client and concept must not be used in other branding without full payment.*

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

Any unauthorized 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 one of the following:

### **Scope Imagery**

0405 803 136 – [zac@scopeimagery.com.au](mailto:zac@scopeimagery.com.au)

0459 600 094 – [accounts@scopeimagery.com.au](mailto:accounts@scopeimagery.com.au)