



TERMS & CONDITIONS

VEHICLE WRAPS & SIGNAGE

Once artwork is approved, you are willingly agreeing to our terms and conditions.

If you have any questions regarding these terms and conditions or require clarification, please do not hesitate to contact our team on 07 5533 7066

BOOKINGS

All vehicle wraps & signage job bookings are a minimum of 10 working days turnaround from date of Approval, unless stated otherwise. Jobs that are to be completed urgently within 10 working days will need to be advised and may incur a prioritised job fee. To successfully secure your booking with us, your deposit must be paid within 3 days of invoice being issued.

QUOTE VALIDATION

All quotes issued by Clarke Signs are valid for 30 days. Additional extras will be quoted accordingly. All quotes older than 30 days will require re-quoting.

DEPOSITS

All jobs under \$1500.00 must be paid in full.

Jobs over \$1500 require a 50% deposit prior to any work being carried out, unless agreed otherwise. This 50% deposit will cover design time for artwork, production and a secured installation date. Full balance is to be paid before day of installation.

PAYMENT TERMS

All vehicles/goods remain property of Clarke Signs until paid for in full unless agreed otherwise. Clarke Signs will not under any circumstances be subjected to retention or discounts of any kind made by the client. Extended credit is not available. All invoices are issued exclusive of GST (customer must pay GST in addition to the quoted price) and additional charges may be incurred for late payments.

REQUIRED LOGO FILES

Clarke Signs only works with vector format files to ensure the highest level of quality is achieved. All logo files or files to be included in your artwork will need to be emailed in a vector PDF, EPS, or AI format. If you cannot supply us with a vector-based file, we can redraw your file as best we can however a redrawing fee will be incurred. Every effort is taken to ensure the redrawn artwork is as close to the original as possible however, Clarke Signs cannot be held responsible if your logo/colour or files are slightly different.

We highly suggest using ORIGINAL art work files to avoid this.

ARTWORK & APPROVALS

The following process is carried out to ensure we accurately create artwork that aligns with your branding and best attracts the market you are targeting.

1. Client consultation
2. Research on your brand
3. Draft concepts

ARTWORK & APPROVALS CONTINUED...

If the changes exceed design limit, an additional fee of \$80 + GST (per hour) applies until the customer is completely satisfied with the artwork and have formally approved. Lead times may be affected due to the following potential delays:

- Delays in information
- Relevant files being received
- Delay in artwork sign offs
- Delay in receiving applicable payments

It is for these reasons Clarke Signs cannot be held liable for delays in production/deadlines not being met due to any of the above scenarios occurring.

Artwork supplied by companies or sources other than Clarke Signs will require a setup fee of \$120 + GST. Additional fees will apply if the art work is not suitable and ready for production and need to be re-created in any way.

Note: All customers/jobs will be supplied with artwork approval sheets in which require formal written approval prior to progressing to production stage. All changes to be made must be communicated clearly via email only ensuring we have a written reference.

CLEANING VEHICLES PRIOR TO INSTALLATION

All vehicles (cars, trucks, boats, trailers, jet skis, motorcycles etc) requiring installation by Clarke Signs must be hand washed 1 day prior to delivery. This includes the following:

- Vehicle body
- Inside wheel arches
- All windows

There is to be NO TYRE SHINE applied to the vehicle's tyres or accessories until after the installation process is complete. Failure to complete the above will result in a \$120 + GST (per hour) cleaning fee until it is up to standard for installation.

TRADING HOURS

Clarke Signs operate between the hours of 6am and 4pm, Monday to Friday.

Any work required to be performed outside of these time frames will incur additional fees.

VEHICLE DROP OFF & PICK UP

All vehicles are to be dropped off/delivered to Clarke Signs by 8am on the day of installation. If you are unable to get to our workshop prior to 8am, you may drop your vehicle off the afternoon prior to your installation date before 4:00pm.

ON SITE INSTALLATIONS

Please note all on-site installations are weather-permitting. If you do not have an undercover or enclosed space for installation, please contact us to discuss.

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