



fenn
G R A P H I C S

Livery Application

Terms & Conditions

Fenn Graphics works hard to provide a standard of excellence in the application of your graphics through our in-house division, Aura Services. To facilitate this, ensure we meet your expectations and unnecessary extra costs for downtime or vehicle preparation prior to application are avoided, you can help by following the checklist below.

The prices quoted for application of vehicle livery are based on the following terms and conditions.

1. On arrival of Applicator/s
 - a. All vehicles must be presented clean & dry, free from grease and pre-delivery wax before arrival of the fitter.
 - b. All vehicles requiring application must be located in undercover facilities with a minimum ambient temperature of 12 degrees C.
2. Application area
 - a. Pre-application risk assessment will be conducted on-site by our Applicators
 - b. Applicators will require unrestricted access around the vehicle/s (minimum 1.5metres).
 - c. Adequately lit but out of direct sunlight as well as dirt and dust free.
 - d. Well ventilated but away from windy conditions e.g. shutter doors/open external access area.
3. Wrap Applications (this includes full wraps, part wraps and wrap elements)
 - a. Pre-application: all vehicles must be kept overnight in undercover and enclosed facilities, which maintain a minimum ambient temperature of 12 degrees C.
 - b. Post application: it is imperative that the wrapped vehicle remains in the enclosed facilities with a minimum ambient temperature of 12 degrees C for at least 8 hours.
4. Vehicles that have been re-painted.
 - a. The paint must be fully cured and out-gassed in line with manufacturers technical instructions before livery can be applied.

If any of the above conditions are not adhered to, any warranty given by Fenn Graphics will become invalid.

1. Any waste created during the removal or application shall be disposed of on site in your designated bins.
2. 240v power supply required at time of stripping/fitting.
3. We will not be responsible when removing graphics from any surface for loss of paint.
4. Any site inductions shall be provided to our staff prior to the first removal/application.

THE SKILL TO DELIVER REALITY

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ISO 9001
CERTIFIED ORGANISATION

Fenn Graphics is a division of Aura Graphics Limited. Registered office: Freemantle Road Lowestoft Suffolk NR33 0EA England Registered in England 02984457

ISO 14001
CERTIFIED ORGANISATION

Please note that we cannot be held responsible for the replacement of kick-strips on vehicle applications where the moulding has to be removed. The clips used on these mouldings are not designed for more than one fixing. We also will not be responsible for the replacement of vehicle badges that have to be removed and are damaged during the application process.

Additional charges will be incurred for waiting time, additional work and extra travelling expense caused by but not limited to:

- a) Vehicles not being ready on arrival
- b) Cleaning vehicles prior to application. (£50 minimum charge)
- c) The stated and agreed number of vehicles not being available.
- d) Poor working conditions resulting in our inability to meet the quoted quantity.

Cancellation charges will be incurred if:

- The customer cancels within 24 hours of when the job is scheduled to be completed.

In the event that the vehicle is not ready upon arrival of the fitter, the fitter will wait for up to one hour (chargeable at the quoted rate) for the vehicle to be made ready. If the vehicle cannot be made ready within the hour then the fitter may have to leave (to attend their next job) and the customer will be charged in full.

Insurance. Whilst every care is taken by Fenn Graphics to ensure the safety of Customer vehicle(s) once the vehicle has been delivered to our premises, having no insurable interest, Fenn Graphics bears no responsibility for the loss or damage to the vehicle(s). Customers must ensure their vehicles are covered by their own insurance at all times.

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