



## Vehicle Prep Guide

This document was designed to help you and us insure that all the proper steps are taken to prepare and install your vehicle graphics. Action graphics & Signs, Inc. is proud of the fact that we use only the best trained installers with the highest quality materials.

1. All vehicles must be cleaned/washed before we can accept them for installation. If the vehicle does not come to us clean we will charge a \$100 (for passenger vehicles and an hourly charge of \$100 per hour for larger vehicles) washing charge per vehicle. We will then wipe down the vehicle with a certified cleaning agent. All graphics should be removed prior to installation (Action Graphics & Signs, Inc. charges for removal of old graphics, call for pricing).
2. All vehicles must have a proper paint finish (automotive grade paint, NOT PRIMER). All paint must be clean without rust or corrosion. If the vehicle's finish (body and paint) is not in good condition, all vinyl installed will not be warranted by the vinyl manufacture or Action Graphics & Signs, Inc.
3. All extra options on the vehicle that inhibit the installation of graphics must be removed by the customer. Examples are: RV awning, ladders, special lights, speakers, roof racks, etc. If we are required to remove these items there will be a charge of \$100 per hour to remove and reinstall these items. Items that we will remove at no charge are mirrors, reflectors, lights, and small emblems. Action Graphics & Signs, Inc. is not responsible for any damage caused due to the removal or reinstallation of these items.
4. All Diamond Plate and surfaces like diamond plate will not be covered. Mirrors are not covered or warranted. Vinyl is not installed on cylindrical items on the vehicle (pipe assemblies like roll bars, brush guards, etc.). The law prohibits us from installing graphics on the front windshield, driver's window or passenger's front window. Wheel graphics are not warranted.
5. **Installation** - When we install graphics on a vehicle we use a felt squeegee or a soft sleeve on the squeegee to prevent scratching the laminate film. Even with these preventative steps we take it is still possible to end up with small scratches in the over laminate, these fine scratches do not affect the film. Along with the squeegee we use sharp blades to cut the film on the vehicle, all areas where there are body panel seams or areas where the vinyl could lift due to hard lines in the body or connection points, we cut the vinyl at these points. Sometimes the knife can cause small lines in the paint finish of the vehicle and when the film is removed the lines can be seen. This is an industry standard way of installing graphics and needs to be understood by the owner of the vehicle. Action Graphics & Signs, Inc. and the manufacturers of the vinyl (3M, Avery, etc.) do not cover this damage under our/their warranty.
6. Turnaround is based on availability of our installers. The average time from date of final approval is 5 days (3 days to produce the vinyl graphics, and 2 days for the installation of the graphics).
7. **Vinyl Removal** - When we remove vinyl from a wall or vehicle we use a heat process to soften up the vinyl that helps make it easier to remove. In some cases the vinyl removes the paint from the wall or vehicle because the paint was not properly applied to the surface. Action Graphics & Signs, Inc. is not responsible for any damage to the wall or vehicle due to the vinyl being removed. If the surface that has the vinyl on it is damaged, the surface must be repainted before new graphics can be applied. New paint requires 5 days to cure, so if you feel your wall or vehicle could be damaged during the removal of the vinyl you could choose to apply new graphics over top of the old.

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