

The Imagemakers Group, Inc.

Patricia L Frame
tframe@theimagemakers.com

**1096 Honey Ct.
Pittsburg CA 94565**

**ph: 925.458.5041
fax: 925.709.0240**

TERMS AND CONDITIONS OF SALES

We at The Imagemakers Group Inc. take pride in our reputation as a supplier of quality products and excellent service. Your order will be clearly defined both with layouts of your designs and complete and accurate descriptions of the products you have ordered on each order form. We do not want anyone to be surprised with the end result of their order.

To that end, our layouts are done to scale as accurately as is possible with the size information you give us regarding your vehicle or other substrate for your graphics. We indicate on the layouts the estimated size of the box of the truck or trailer if we do not have the precise information.

We make every effort to supply you with layouts and estimates in a very timely manner. We are available by phone and email for any questions about your job.

We use only premium cast 2 mil vinyl for our cut graphics. Our preference is to use 3M materials whenever possible. The warranty for 3M premium cast vinyl is a minimum of 7 years. Occasionally, the customer may require a color of vinyl not available thru 3M, in which case we use another manufacturer's premium cast vinyl with an expected outdoor durability of a minimum of 7 years.

Our print graphics are warranted for 5 years outdoor durability.

The definition of "Outdoor durability" is that the material, subject to normal outdoor exposure, will not shrink, crack, or fade during that time period. We cannot warranty the product against damage done by foreign objects (ie:scraped by tree limbs) or chemicals (ie: gas spilled on decals, power washing done at a very close range which blasts the decals off the truck, etc.).

Installation is a key component of the warranty of durability. If improperly installed, with air gaps between the vinyl and the substrate, FAILURE WILL OCCUR. For that reason, any graphics installed by the customer that fail due to air gaps between the vinyl and the substrate are not warranted. Also for that reason, we offer to supply installation done by a licensed, certified, bonded and insured professional decal installation company. It is your decision to accept that installation or to provide your own installer. When we supply the installation, the entire job is fully guaranteed to be installed properly and according to the schematic supplied. When you arrange your own installation, we can only guarantee that the decals we have supplied are exactly what you ordered.

If at any time we fail to provide you with what you have ordered, or if our hired installer has incorrectly installed your graphics, we will fix the problem as quickly as possible.

If any decal we have supplied is not correct (wrong color, misspelled word or wrong phone number, wrong size) we will immediately replace it. We may ask that you return the incorrect product at our expense.

Our goal is to have customers that are pleased with our service and quality of work, so that they will return every few years to order graphics when they expand their fleet or want to change their graphics. We archive our orders and layouts with multiple backups so that we can pull up your previous orders and graphic layouts easily, and we keep your complete order history on file.

For any questions, please call us at 925 458 5041 or email us at tframe@theimagemakers.com