



Reasonable & Unreasonable Expectations from your Vehicle Graphics

Comp-Cal, Inc. has been installing vehicle graphics for over 5 years and we have installed both short- and long-term vinyl on most types of vehicles. Our experience has been extensive, and from this experience we have developed a set of guidelines for what you should and should not expect from your vehicle graphics and our installation team.

In all cases the vinyl we install on your vehicle is put on with a flat 4" squeegee and is applied by hand. We clean your vehicle with all the correct and approved chemicals and remove all objects we can to make the installation as successful as possible. Once this is completed, we then tape the graphic panels to the vehicle to make sure they will line up on the vehicle as they were designed. The rule for installation is to install the graphics on the sides of the vehicle first, then the front, the back, and finally, the roof. We always install the side panels starting from the back of the vehicle and move towards the front. When we install the back, we try to make a clean transition from the graphics on the sides to the back, but this could be a hard line between these two graphics if the body lines of the vehicle are not in favorable places. The same is true of the front of the vehicle and the roof. On passenger vehicles, in almost all cases it is next to impossible to line up the sides with the back graphics and the side with the front of the graphics. A compound curve is a part of the vehicle that has two surfaces going in two different directions, all compound curves require us to stretch the vinyl or piece in the vinyl to cover these areas. This can sometimes cause problems with the graphics. To prevent these problems, it is advisable to use a generic graphic background in these areas. Some vehicles have body indents (i.e., Hummers) and since we cannot stretch the vinyl more than 1/4", we are forced to cut the vinyl and cover only the areas that are viewed from a straight-on view of the vehicle. Areas around door handles, mirrors, door locks, wiper motors, antenna, roof rack, etc. are very difficult to make look perfect, and it is very common to cut the vinyl around these areas and piece in extra vinyl to cover the extra body areas that the vinyl could not cover up.

You can expect that the vinyl could have small wrinkles and bubbles and minor imperfections. You need to understand that this is not paint. If you expect a perfect vehicle graphic that is flawless, then an airbrush paint job is the best way to proceed. You can expect to 4 to 10 times the price for this "permanent" graphic. This is not a service that Comp-Cal, Inc. offers. We always do our best to make your vehicle graphics look as good as possible, and we stand behind our work. Our rule is that if the vehicle looks great from 4 feet away, this is considered to be a successful wrap. If you have any problem with your vehicle graphics, you need to contact Comp-Cal immediately so we can fix the problem. Letting the problem go could cause the problem to get worse and possibly not fixable.



VEHICLE GRAPHICS WARRANTY

The following is a list of items on vehicles and their warranty:

Vehicle Body Areas & Parts	Manufactures Warranty	Notes & Suggestions
Hood Vinyl	2 Years	Wax will prolong the life on the graphics
Drive Side Vinyl	5 Years	Wax is recommended
Back Vinyl	5 Years	Wax is recommended
Pass Side Vinyl	5 Years	Wax is recommended
Roof Vinyl	2 Years	Wax will prolong the life on the graphics
VW Bug Fenders	None	Wax will prolong the life on the graphics
Bumpers	None	Wax will prolong the life on the graphics
Mirrors, Tire Covers, etc.	None	Wax will prolong the life on the graphics
Side Window Perf	2 Years	Do Not Wax or Coat, Do Not Scrape
Back Window Perf	2 Years	Do Not Wax or Coat, Do Not Scrape
Compound Areas	None	Wax will prolong the life on the graphics

If the graphics fails in the first year, we cover this under Comp-Cal, Inc. Warranty. Over the 1 year we follow the above chart for warranty support from the manufactures.

The manufactures warranty does not determine the time at which film will fail, on the contrary, the film in most cases last much longer than the manufacture warranty's but as a result of the care not taken of most vehicles graphics, the manufacture has no choice but to limit the warranty. The message is that if you look after your graphics, they will look beautiful for years!



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. This document has two parts: the first is the information you need to know before we start installation; and the second part of this document is for you to complete, sign, and fax back to us before we can proceed with your installation.

Installation

Comp-Cal is proud of the fact that we use only the best trained installers along with the highest quality materials. Warrantee will not be honored if the following rules are not followed:

1. All vehicles must be cleaned/washed before we accept them for installation. If the vehicle does not come to us clean we will a \$100 (for passenger vehicles and an hourly charge of \$100 per hour for larger vehicles) washing per vehicle. We will then wipe down the vehicle with a certified cleaning agent. All graphics should be removed prior to installation (Comp-Cal charges for removal of old graphics, call for pricing). If the graphics cannot be removed cost effectively, we will remove all parts of the existing graphic that is not cleanly mounted/installed on the vehicle.
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 Comp-Cal, Inc.
3. All extras 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 \$100 per hour to remove and reinstall these items. Items that we will remove at no charge are mirrors, reflectors, lights, and small emblems. Comp-Cal, Inc. is not responsible for any damage caused due to the removal or reinstallation of these items.
4. The vinyl manufacture only warrantee vinyl graphics that were properly installed according to specs from these companies. The vinyl must not have been stretched more than 1/2" per foot. This means that the vinyl manufacture will not warranty vehicles with contours that extend beyond 1/4" of an inch. All compound curves on the following vehicles do not qualify for a warranty when wrapped: VW Bug, Hummer, most passenger and small vehicles. We will install, at your request only, the vinyl on rubber parts of the vehicle (around windows, doors, etc.) but the vinyl manufacture or Comp-Cal, Inc. will not warranty this part of the job. All surfaces that are not Vertical are subject to a lessor warranty due to the fact that all materials are warranted based on a vertical surface.

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5. If you have chosen to have an over laminate on your window perf graphics, we must cut to within 1/4" of the edge of the glass and then will be edge-seal 1/4" cut areas of the glass to prevent the window graphics from lifting. All glass surfaces covered with Window Perf and over laminated carry a one-year warranty, all window surfaces covered with Window Perf that is not over laminated carry a two-year warranty.
6. All stainless steel surfaces carry a 2.5 year warranty. 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.
7. Comp-Cal, Inc. offers a vehicle measurement program. For an on-site vehicle measurement, a charge of \$75 is applied for each site (not limited to quantity of vehicles). When you place your order with Comp-Cal, Inc. , the charges that were applied for this vehicle measurement will be credited back on that job's invoice. We strongly recommend that all vehicles be measured by a Comp-Cal, Inc. employee to insure that graphics are designed properly to fit the form of the vehicle. If the vehicle is not available for us to measure, Comp-Cal, Inc. cannot guarantee the graphics (images) to fit properly and will not be held liable for said graphics.
8. 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. Even with the 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 or the warranty. Along with the squeegee we use sharp blades to cut the film on the vehicle, all areas where there is body panels seams or areas where the vinyl could lift due to hard lines in the body or connections points, we cut the vinyl at these points. Some times 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 accepted as an industry standard way of installing graphics and needs to be understood by the owner of the vehicle. Comp-Cal, Inc. and the manufactures of the vinyl (3M, Arlon, etc.) does not cover this damage under our/their warranty.
9. Turnaround time is based on the availability of our installers, plus bay time. The average time from date of final approval is 5-7 days (3-5 days to produce the vinyl graphics, 2 days for the installation of the graphics).

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10. When Comp-Cal's Bay is being used for the install, a charge of \$150 per day (\$150 each vehicle when more than one day is required by our installers to finish the job) will be added for that vehicle. A prep charge of \$95 is applied to all installs that have a total install price of less \$300 per vehicle. All graphics installations are based on the number sq. feet being installed. We have a minimum of \$300 for all on-site installations, plus travel time billed at \$75 per hour. For all jobs that are priced by the sq. ft. if Comp-Cal's installers are forced to stop installing due to no fault of the installers, a charge of \$100 per hour will be added to the job. A minimum charge of \$100 will be added to the bill for all vehicles that are not cleaned (washed) before installation.
11. Wall graphics must have a wall that has been painted with an oil, enamel, or acrylic based paint for all outdoor applications. For interior applications, latex paint is not recommended but if the wall painted properly, and be clean and free from any debris. Comp-Cal, Inc. reserves the right to refuse to install graphics on any surface we do not feel meets with our standards and could in effect void a warrantee by the vinyl manufacture or Comp-Cal, Inc. In the event we cannot perform the installation due to the surface not being prepared properly, the customer will be charged for 50% of the installation or \$300 (what ever the higher amount).
12. Vinyl Removal - When we remove the vinyl from a wall or vehicle we use heat process to soften up the vinyl that helps make it easier to remove. In some cases the vinyl removes paint from the wall or vehicle because the paint was not properly applied to the surface. Comp-Cal, 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 vehicle could be a problem with the removal of the paint, then you could choose to install the new graphics over top of the old.

Vehicle design and layout is based on our "Concept and Design" rate of \$150.00 per hour. We have templates for most vehicles and we can offer you a template of your vehicle for \$100 each. This charge is refunded once the order for the printed vehicle is placed with Comp-Cal, Inc.

- Wrap** **Sides** **Back** **Front** **Roof** **Wall** **Other** _____
 Decals **Sides** **Back** **Front** **Roof** **Wall** **Other** _____
 Cut Vinyl **Sides** **Back** **Front** **Roof** **Wall** **Other** _____

Vehicle Type

Year: ___ **Make:** _____ **Model:** _____ **VIN/Plate#** _____

- Truck Trailer** **Rivets** **Corrugation** **Doors**___ **Other:** _____
 Straight Truck **Rivets** **Corrugation** **Doors**___ **Other:** _____
 RV **Cube Van** **Extended Van** **Full Size Van** **Standard Van** **Trailer**
 Mini Van **SUV** _____ **Passenger** _____
 Bus (size and description) _____
 Other Type of Vehicle (please describe) _____

Should Comp-Cal, Inc. measure your vehicle (if no, you are responsible for all graphic costs) **Yes** **No**
 (a \$75 measuring fee will be refunded with order when our installer install the graphics)

Present Status of Wall/Vehicle

- New** **Needs Body/Paint Work** **Has Decals** **Has Wraps** **Has Other** _____

Do you want wall existing graphics removed (a cost for removing will be charged) **Yes** **No**



How long have existing graphics been on wall/vehicle? _____

Do you want all existing name plates removed (vehicle/dealer name, etc.) Yes No

Any special options on vehicle that will have to be removed before installation Yes No
If yes, please describe here _____

Will vehicle be installed at Comp-Cal, Inc. (\$150 per vehicle bay charge) Yes No
If no, please describe location and building _____

Any other information about the vehicle or install we should know _____

Completed By: _____ Date: ___/___/_____

By completing this document you acknowledge reading and understanding what will be done to your wall/vehicle and what is and is not covered by Comp-Cal, Inc.

Installation will not start until you complete this form and return it to Comp-Cal, Inc. Thank You!



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Vehicle Care & Maintenance

Thank you for purchasing your vehicle graphics from Comp-Cal, Inc. Comp-Cal, Inc. uses 3M Premium Vinyl for a full 3 year warranty. The more you care for your vehicle graphics. the better it will look and last. The warranty is prorated so we recommend you review the following suggestions for good car maintenance for your Comp-Cal, Inc. vehicle graphics.

- 1. Car/Truck wash - You can take your vehicle through a car/truck wash without any concerns. We have not found any car/truck wash that will hurt your vehicle graphics**
- 2. Pressure Wash - When we install the panels from the back to front and over lap each panel by 5". This installation procedure helps prevent the vinyl from peeling back when driving fast and if your vehicles brushes etc. As a result you must always pressure wash from front to back. and always the wand at an angle to the vehicle (do not point the wand straight at the graphics). Never get closer than 20" with the wand or you risk blowing holes in the vinyl. Any auto wash soap will work fine on the vehicle. For touch stains and dirt, please use a brush. DO NOT PRESSURE WASH YOUR WINDOW PERF or you will rip it apart.**
- 3. Wax - We highly recommend you wax your vehicle once a year (or more) to maintain the high shine and the life of the vehicles graphics. The best wax is a liquid, this makes it easier to apply. In most cases wax will take out the stains you might get in the graphics**
- 4. Snow Removal - Only use a brush, never use a scraper as this could damage the film. If you wax the film (the solid film, not the window perf), the snow should just come off with very little effort.**
- 5. Window Perf - DO NOT EVER USE THE REAR WINDOW WIPERS ON THE WINDOW FILM, if you do this will void the warranty and damage the film.**
- 6. High Heat - If your vehicle is out in the sun and gets very hot, the film will not fall off or peel, the film loves the heat.**
- 7. Insurance - Most insurance companies offer a special policy to cover your vehicle graphics. Call your insurance company for more details**
- 8. Peeling or Lifting - If you see the film lifting or peeling back, you must contact us immediately so we can fix the problem. If you leave it, you will prevent us from fixing the problem and void the warranty**