



Best Collision Wrap

TERMS AND CONDITIONS

ATTENTION: The Following Terms and Conditions govern the purchase and installation of a vehicle wrap or Paint Protective Film (PPF) by Best Collision Wrap. It is important to accurately report all information related to your vehicle condition.

LIMITED WARRANTY

Best Collision Wrap extends to our customers a 90-Day Limited Warranty for all defects or install errors, which includes cover lifting, peeling, wrinkles, and bubbling. Any accidental damage, road hazard damage, or normal wear and tear of the vehicle wrap or PPF is not covered under the Limited Warranty.

The Limited Warranty does NOT cover damages to a vehicle wrap or PPF caused by improper care, including the use of chemical cleaning agents, power-washing, use of ANY automatic vehicle washing station (car-wash or similar which uses machines to apply soap and water), or ANY application of liquid at a higher than natural velocity to the exterior of the vehicle after the vehicle wrap or PPF has been installed.

Claims under the Limited Warranty are subject to examination and approval by a Best Collision Wrap installer. Warranty repairs will be done at the sole discretion of Best Collision Wrap. Best Collision Wrap will have the final say in whether the repairs or re-installation of the vehicle wrap or PPF will be performed on your vehicle.

If ANYONE other than a Best Collision Wrap installer has altered, changed, taken off, re-installed, or attempted to repair a vehicle wrap or PPF, THE LIMITED WARRANTY IS VOID. ABSOLUTELY NO EXCEPTIONS.

If ANY sort of chemical agent has been applied to the vehicle wrap or PPF, THE LIMITED WARRANTY IS VOID. We cannot stress this enough - vehicle wraps and PPF should only be cleaned with ordinary soap and water.

A Limited Warranty related claim must be submitted to Best Collision Wrap as soon as possible. Please contact Best Collision Wrap owner directly with any warranty claims at **713-973-9100**, and/or sal@bestcollision.com. It is critical that you include as much detailed information as possible about the basis of your claim, including pictures, video and a detailed description of the issue with the installation. Best Collision Wrap will make every effort to prioritize Limited Warranty work. However, please allow up to 30-days for warranty work to be completed after notification to Best Collision Wrap of the Limited Warranty claim.

PROPER CARE FOR YOUR VEHICLE WRAP OR PAINT PROTECTIVE FILM (PPF)

Caring for your vehicle wrap or PPF is essential to ensuring the quality and life of the material. The following are Best Collision Wrap recommendations for care of your new vehicle wrap or PPF:

- ONLY hand-wash your vehicle with Ph neutral soap once vehicle wrap or PPF has been installed.
- DO NOT "pressure-wash" your new vehicle wrap or PPF. This will damage your new product, and could result in peeling, holes, stretching or other damage. It is especially important to not apply high pressure water the edges of the vehicle wrap or PPF, as this can cause peeling to occur.
- DO NOT use any type of de-greaser or other agent to remove substances from the exterior of your vehicle. These may damage the vehicle wrap or PPF.
- DO NOT use a soap or detergent with a "wax" or other detailing chemical mixed with the soap.
- ONLY dry the vehicle with a clean microfiber towel or rag once the vehicle wrap or PPF is installed.
- DO NOT UNDER ANY CIRCUMSTANCE USE AN AUTOMATIC VEHICLE WASH. HAND WASH ONLY.

For best results, vehicle wrap and PPF are recommended on vehicles less than 5 years old, with factory paint. Any scratches, paint imperfections or door dings, they will be quite noticeable on the newly wrapped surface. If the paint has started to flake or oxidize, the vehicle wrap or PPF may have difficulty adhering to the surface properly. Best Collision Wrap recommends customers to repair any scratches or dents before wrapping the vehicle.

DISCLAIMER

Best Collision Wrap CANNOT GUARANTEE a vehicle wrap or PPF will not damage vehicle paint. Best Collision Wrap disclaims all liability for paint damage caused by the installation of vehicle wrap or PPF. By choosing to have a vehicle wrap or PPF installed on your vehicle, you waive any and all claims to paint damages that may be caused as a result of the installation of the vehicle wrap or PPF.

If for ANY REASON you believe that vehicle wrap or PPF could damage your vehicle's paint – DO NOT have Best Collision Wrap install a vehicle wrap or PPF on your vehicle! Contact the dealer/manufacturer of your vehicle directly to inquire if a specific vehicle wrap or PPF product is safe for the paint on your vehicle.

ANY pre-existing damage to your vehicle, including the paint or other exterior elements of your vehicle, is NOT covered under the Limited Warranty.

ANY pre-existing damage to the vehicle MUST be noted on the Best Collision Wrap drop-off form. Once you have noted any pre-existing damage to the vehicle and signed the drop-off form, Best Collision Wrap is not liable for ANY damage to your vehicle that existed on the vehicle prior to, and/or occurred to the vehicle before you brought your vehicle in.

ANY damage to the vehicle wrap or PPF not addressed within this document is not covered under the Limited Warranty described herein.

ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTY AS TO PERFORMANCE, ACCURACY OR COMPLETENESS ARE SPECIFICALLY DISCLAIMED.

CUSTOMER BEARS ALL RISK RELATING TO QUALITY AND PERFORMANCE OF THE GOODS PROVIDED. NO ORAL OR WRITTEN STATEMENTS OR INFORMATION PROVIDED BY THE COMPANY IN CONNECTION WITH THE PURCHASE OF A VEHICLE WRAP OR PPF FROM BEST COLLISION WRAP, INCLUDING BUT NOT LIMITED TO ANY STATEMENTS REGARDING DURABILITY SHALL CREATE ANY OTHER WARRANTY NOT SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY OR IN ANY WAY AMEND OR MODIFY THIS DISCLAIMER.

LIMITATION OF LIABILITY

The Company's liability shall be limited to direct damages proven by Customer in an amount not to exceed the purchase paid, if any, by Customer hereunder.

Best Collision Wrap EXCLUDES LIABILITY, WHETHER BASED ON CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR ANY DAMAGES TO CUSTOMER OR ANY OTHER PARTY OTHER THAN AS DESCRIBED IN THIS LIMITED WARRANTY, OR ANY PUNITIVE, SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, OR FAILURE OF THE GOODS OR SERVICES, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

DISSASSEMBLY AND REASSEMBLY OF VEHICLE COMPONENTS

Your vehicle may need limited disassembly - to have body panels, bumpers, doors, hoods, trunks, or other components taken off of your vehicle - in order to properly install the vehicle wrap or PPF.

During disassembly, parts will be removed and reinstalled in the same manner and condition as when they were originally on the vehicle. Although we take extra care to ensure that every part is removed in the best condition possible, clips and tabs can break, some parts can slightly warp, and in rare cases crack.

In the event of damage during disassembly or re-assembly, Best Collision Wrap will take necessary measures to repair any parts affected or damaged, to the best of our ability. In some cases, and at the sole discretion of Best Collision Wrap, we may choose to replace pieces, clips, or tabs, that have been damaged or affected by removal and re-installation. Replacement and repairs are at the sole discretion of Best Collision Wrap.

Some newer vehicles are equipped with electronic devices that detect if a body panel has been taken off or re-installed on your vehicle. If this occurs, and a light or error code is triggered as a result, Best Collision Wrap IS NOT responsible for resetting or clearing any error codes, or indicators that may have been caused as a result of the removal or re installation of a body panel. Best Collision Wrap WILL NOT clear codes or turn off warning lights – dealing with a light or error code is their sole responsibility, and not Best Collision Wrap.

ALL SALES ARE FINAL – NO REFUNDS UNDER ANY CIRCUMSTANCES

Customer agrees to a NO REFUND policy, subject to the sole and exclusive warranty agreements outlined within this document.

The customer understands and agrees that if there is a credit card charge-back, returned check, or other occurrence which causes payment for your vehicle wrap or PPF to be returned after a vehicle wrap or PPF has been installed on your vehicle, Best Collision Wrap will pursue civil action in a court of law to recover ANY and ALL amounts that were wrongfully charged back, including attorney's fees, if applicable.

FINISHED PRODUCT NOTICE

Please do not hesitate to contact Best Collision Wrap if you encounter any issues with your vehicle wrap or PPF. Although Best Collision Wrap takes care to ensure the quality of our work is the best in the industry, NO installed vehicle wrap or PPF will be 100% free of minor imperfections. Contaminants, small air pockets, minor wrinkles, or color variations can occur.