

Terms & Conditions

Trading Terms & Conditions as of 01/12/2019



Bookings:

All vehicle wraps, signage job bookings are a minimum of 10 working days wait from date of approval unless stated otherwise. Jobs that are to be completed urgently within 10 working days will need to be advised and will incur a prioritised job fee. To successfully secure your booking with Killer Image, your deposit must be paid within 3 days of invoice being issued.

Quote Validation:

All quotes issued by Killer Image are valid for 30 days. Additional extras will be quoted accordingly. All quotes older than 30 days will require re-quoting.

Deposits:

All jobs require a 50% deposit prior to any work being carried out (unless agreed other wise). This 50% deposit will cover design time for artwork, project production and a secured installation date. Full balance is to be paid before vehicles / goods are released from Killer Image possession.

Payment Terms:

All vehicles / goods remain property of Killer Image Pty Ltd until paid for in full unless agreed otherwise. Killer Image Pty Ltd will not under any circumstances be subjected to retention or discounts of any kind made by the client. Extended credit is not available. All invoices are issued exclusive of GST (customer must pay GST in addition to the quoted price) and additional charges will be incurred for late payments.

Required Logo Files:

Killer Image only works with vector format files to ensure the highest level of quality is achieved. All logo files or files to be included in your artwork will need to be emailed in a vector PDF, EPS, or AI format. If you cannot supply us with a vector based file, we will be able to redraw your file as best we can however a redrawing fee will be incurred. Every effort is taken to ensure the redrawn artwork is as close to the original as possible however, Killer Image cannot be held responsible if your logo or files are slightly different.

Artwork & Artwork Approvals:

The following process is carried out to ensure we accurately create artwork that aligns with your branding and best attracts the market you are targeting.

1. Client consultation
2. Research on your brand
3. x3 Draft concepts
4. x1 Design concept chosen from the drafts which is then revised according to client feedback.
5. x2 additional minor revisions are included to finalise the signage artwork (if required)

If the changes exceed the revision limit, an additional fee of \$80.00 + GST (per hour) applies until the customer is completely satisfied with the artwork and have formally approved. Lead times may be affected due to the following potential delays:

- Delays in information;
- Relevant files being received;
- Delay in art work sign offs
- Delay in receiving applicable payments.

It is for these reasons, Killer Image Pty Ltd cannot be held liable for delays in production / deadlines not being met due to any of the above scenarios occurring.

Artwork supplied by companies or sources other than Killer Image Pty Ltd will require a set up fee of \$120.00 + GST. Additional fees will apply if the art work is not suitable and ready for production and need to be re-created in any way.

Note: All customers / jobs will be supplied with artwork approval sheets in which require formal written approval prior to progressing to production stage. All changes to be made must be communicated clearly via email only ensuring we have a written reference.

Cleaning of Vehicles Prior To Installation:

All vehicles (cars, trucks, boats, trailers, jet skis, motorcycles etc) requiring installation by Killer Image Pty Ltd must be hand washed 1 day prior to delivery. This includes the following:

- Vehicle body;
- inside wheel arches &
- all windows.

There is to be NO TYRE SHINE applied to the vehicles tyres or accessories until after the installation process is complete. Failure to complete the above will result in a \$120.00 + GST (per hour) cleaning fee until it is up to standard for installation.

Trading Hours:

Killer Image Pty Ltd operate between the hours of 7:30am and 5:00pm, Monday to Friday. Any work required to be performed outside of these time frames will incur additional fees.

Vehicle Drop Off & Pick Up:

All vehicles are to be dropped off / delivered to Killer Image by 8:00am on the day of installation. If you are unable to get to our workshop prior to 8:00am, you may drop your vehicle off the afternoon prior to your installation date before 5:00pm.

If you have any questions regarding these terms and conditions or require clarification, please do not hesitate to contact our team on 0434 674 719 or info@killerimage.com.au.