TERMS OF SERVICE

1. INTRODUCTION & AGREEMENT

These Terms and Conditions ("Terms") govern all services provided by Killer Image Pty Ltd (ABN 619 115 347), a business specialising in vehicle signage, fleet branding, design, printing, and associated services. By engaging our services, the Client confirms full acceptance of these Terms. These Terms supersede any prior agreements unless expressly stated otherwise in writing by Killer Image Pty Ltd. These Terms apply to all work performed, quotations issued, and engagements undertaken unless varied in writing.

2. DEFINITIONS

For the purpose of these Terms:"Killer Image", "we", "our", or "the Company" refers to Killer Image Pty Ltd."Client" means any individual, business, or organisation requesting or receiving services from Killer Image Pty Ltd."Services" includes, but is not limited to, graphic design, printing, vehicle wraps, branding, signage installation, project management, and related tasks."Work" refers to the specific deliverables, installation, products, or services described in quotations or proposals."Quotation" or "Quote" refers to the pricing estimate provided by Killer Image to the Client based on an initial consultation or assessment."Premises" means our business location at 4/78 Owen Street, Glendenning NSW 2761, or any other premises used by us."Booking" refers to a confirmed date and time for carrying out work as scheduled and approved by Killer Image.

3. SCOPE OF SERVICES

Killer Image provides comprehensive commercial vehicle branding services, with a core focus on vehicle wraps, large-format printing, and custom installations. Our services are tailored to meet the specific requirements outlined in client briefs or quotations. We reserve the right to decline or modify work at any time based on operational, safety, or compliance considerations.

4. CONSULTATIONS & INSPECTIONS

4.1 Complimentary Consultations
Clients may request: One (1) complimentary 20-minute phone consultation; and One (1) in-person 30-minute consultation (at our discretion).All consultations must be scheduled in advance via: Phone: 0434 674 719 Email: admin@killerimage.com.au

4.2 Inspections
For accurate quotations and work scoping A vehicle or site inspection is required before quoting final prices. Vehicle inspections are typically conducted at our Premises .Offsite inspections may incur additional fees. Where an inspection cannot be completed, the Client must provide all relevant information including accurate measurements, clear photographs, and any site hazards. Any omissions or unforeseen conditions discovered after work has commenced may result in additional charges.

5. QUOTATIONS & PRICING TERMS

5.1 All quotations issued by Killer Image Pty Ltd are valid for thirty (30) days from the date of issue unless otherwise stated in writing.

5.2 Quotations are exclusive of the following unless explicitly itemised: Equipment or product transportation Crating, packaging, or delivery Power access, permits, or site access fees Third-party or council charges Engineering certifications or custom approvals

5.3 Quotations are based on the details provided at the time of issue. Any change to the scope, specifications, materials, or site conditions may result in a revised quotation or additional charges.

5.4 A quotation does not constitute a contract until the Client confirms acceptance in writing and Killer Image Pty Ltd acknowledges such acceptance and confirms a formal booking.

6. DEPOSITS, INVOICING & PAYMENT

6.1 Deposit Requirements
A 50% deposit is required where the total cost exceeds $1,000.00 + GST.The deposit must be paid within three (3) business days of invoice issuance to secure the booking. Failure to pay the deposit within this period may result in cancellation or rescheduling of the proposed work.

6.2 Invoicing
For jobs under $1,000.00 + GST, full prepayment is required before work commences. The balance of any invoice must be paid prior to the release of vehicles or goods.6.3 Payment Methods Accepted payment methods include: Bank Transfer Credit or Debit Card (surcharges apply: 1.4% in-store, 1.7% over-the-phone)Cash (in person only)

6.4 Non-Payment Consequences
Killer Image reserves the right to Suspend or cancel work where payment is not received Withhold delivery or release of goods Recover outstanding amounts through legal or debt recovery actions (including associated costs and fees)

7. BOOKINGS, RESCHEDULING & CANCELLATIONS

7.1 Booking Confirmation
A booking is not confirmed until The deposit (if applicable) has been received A written acknowledgment is issued by Killer Image Pty Ltd

7.2 Lead Time
All bookings are subject to a minimum lead time of ten (10) business days from the date of confirmed booking, unless otherwise agreed in writing.

7.3 Cancellation by Client
Cancellations must be made with at least 48 hours' notice. If less than 48 hours' notice is given, the full deposit is forfeited to cover material and labour allocation. Cancellations after production has commenced will incur full payment for all completed work and materials.

7.4 Rescheduling
Rescheduling within 48 hours will attract a fee of 25% of the total quoted price, payable in advance to secure the new date. All new dates are subject to availability.

7.5 Killer Image Right to Cancel
We reserve the right to postpone or cancel a booking due to Safety concerns Unfit or non-compliant site/vehicle conditions Delays in client documentation, artwork, or payment

8. DESIGN & ARTWORK PROCESS

8.1 Design Commencement
Design work will commence only after the deposit has been paid and a confirmed brief has been received from the Client in writing.

8.2 Client Brief & Expectations
The Client is responsible for providing a clear, accurate design brief, including brand guidelines, vehicle specifications, and creative preferences. Killer Image Pty Ltd will interpret the brief with professional discretion but cannot be held liable for unsatisfactory results where the brief lacks clarity.

8.3 Artwork Development
The process includes: Two (2) initial concept designs One (1) selected design for refinement Up to three (3) rounds of minor revisions**Minor revisions include font changes, colour tweaks, repositioning, and text edits requiring less than 30 minutes per change.

8.4 Additional Changes
Changes outside the scope of the included revisions will be charged at $150.00 + GST per hour.

8.5 Artistic Representation
All mock-ups and concept visuals are illustrative only. Final output may vary due to materials, surface textures, or print limitations. These variations do not constitute a defect.

9. PROOFING, AMENDMENTS & CLIENT RESPONSIBILITIES

9.1 Approval Requirements
The Client must provide written approval of digital proofs before production begins. Killer Image Pty Ltd will not proceed without this confirmation.

9.2 Physical Proofs
One (1) printed sample may be requested by the Client at no additional charge. Further samples or variations will incur a $150.00 + GST fee per version, plus any applicable delivery charges.

9.3 Colour Matching
Colours must be provided in CMYK format If exact colour matching is requested, a Colour Matching Fee of $350.00 + GST will apply. While all efforts are made to maintain colour accuracy, variations may occur between proofs, screens, printers, materials, and lighting conditions

.9.4 Supplied Artwork
If the Client provides artwork Files must be in high-resolution PDF, AI, or EPS format A setup fee of $300.00 + GST applies to third-party artwork. Additional charges will apply if files are not print-ready or require recreation or editing.

9.5 Logo Requirements
Logos must be supplied in vector format (AI, EPS, PDF). PNG or JPEG files will not be accepted. Logo recreation (if required) will incur $150.00 + GST per hour.

9.6 Client Accountability
The Client is solely responsible for the accuracy and legality of all content submitted. Killer Image Pty Ltd bears no responsibility for errors, omissions, or intellectual property disputes relating to supplied files

10. INSTALLATION CONDITIONS (VEHICLE & SITE)

10.1 Pre-Installation Requirements
The Client must Ensure the site or vehicle is clean, dry, and accessible Provide prior notice of any damage, rust, or cosmetic issues Remove all previous graphics (unless agreed other wise), adhesives, and contaminants Failure to meet these conditions may result in Delays Rescheduling fees Additional charges at $150.00 + GST per hour for cleaning or preparation

10.2 Installation Authority
It is the Client's responsibility to obtain all necessary permissions or approvals for onsite installations, including access to premises, council approvals, or landlord permissions.

10.3 Sit
e Access & Delays
The Client must ensure clear access for installation. Obstructions, hazards, or delays caused by the Client or third parties may incur additional charges. Killer Image Pty Ltd reserves the right to Cancel installation on arrival if access is unsafe or obstructed Charge for wasted time or re-booking costs

10.4 Badge Removal & Risk
Any request to remove vehicle badges will be carried out with care, but Killer Image Pty Ltd is not liable for surface damage, marks, or paint issues arising from removal.

10.5 Offsite Installations
Killer Image does not perform vehicle wraps offsite. If approved under special conditions An Offsite Installation Fee will apply The Client assumes responsibility for site condition Any offsite work voids product warranties due to uncontrollable conditions.

11. PRIORITY JOBS & URGENT WO
RK

11.1 Expedited Turnaround
If a Client requests that work be completed within a compressed time frame of 1–7 business days, or faster than the time line initially advised by Killer Image Pty Ltd, a Priority Fee of 25% of the total quoted amount (post-GST) will apply.

11.2 After-Hours Work

Requests for work outside regular business hours — including evenings, weekends, or public holidays — will incur additional After-Hours Installation Fees. Rates will be calculated on an hourly basis and a
dvised at the time of scheduling.

12. DELIVERY, PICK-UP & STORAGE

12.1 Vehicle Drop-Off
Clients must deliver vehicles By 7:30am on the scheduled installation day, or By 4:00pm the day prior Late delivery may result in Cancellation of the booking Forfeiture of the full deposit A Late Fee of $250.00 + GST per day

12.2 Vehicle Pick-Up
Vehicles must be collected within 24 hours of notification of completion. Failure to do so will result in a Storage Fee of $150.00 + GST per day commencing 24 hours after completion notice Any vehicle left uncollected for over 30 days may be subject to a lien sale, with written notice provided.

12.3 Delivery Services
Where delivery of completed products is requested Standard pick-up is free during business hours Weekend or out-of-hours pick-up may incur additional charges Delivery and courier services are billed separately, including transportation, packaging, insurance, and any applicable duties or taxes The Client is responsible for Providing an accurate and complete delivery address Accepting risk for goods upon delivery or collection Ensuring proper insurance coverage upon dispatch

13. DELAYS & OUT-OF-SCOPE CHARGES

13.1 Client-Related Delays
Killer Image Pty Ltd will not be liable for delays caused by Late delivery of files, feedback, or approvals Inaccurate information or specifications failure to provide access to the installation site or vehicle Outstanding payments Delays resulting from the above may lead to Rescheduling Additional administration charges Extended delivery dates

13.2 Out-of-Scope
Work Any tasks outside the originally quoted or agreed scope will be charged at an hourly rate of $150.00 + GST unless otherwise quoted in writing. This includes, but is not limited to Redesigns beyond three (3) minor revisions Onsite conditions that differ from pre-inspection assessments Unexpected surface preparation or equipment hire

14. WARRANTIES & DEFECTS

14.1 Warranty Scope
Killer Image Pty Ltd warrants the quality of workmanship and installation under normal use and care. Warranty does not cover Wear and tear Improper cleaning or maintenance Third-party interference Installation outside recommended environmental conditions Client-supplied materials or designs

14.2 Warranty Claims
All claims must Be made in writing within 14 days of discovery Include photo evidence and a clear description of the issue Allow Killer Image Pty Ltd to inspect the item in question Valid claims will result in rectification, repair, or replacement at our discretion. The Client is not entitled to refunds unless the defect is deemed major and irremediable under Australian Consumer Law.

14.3 Exclusions
Killer Image Pty Ltd accepts no liability for Minor surface or colour variations Material degradation caused by external factors Delays due to Client-related issues Defects arising from misuse, negligence, or unauthorised modification

15. COPYRIGHT & INTELLECTUAL PROPERTY

15.1 Original Work
All artwork, designs, concepts, and layouts created by Killer Image Pty Ltd remain the intellectual property of the Company unless ownership is formally transferred in writing and upon full payment of applicable release fees.

15.2 Ownership Transfer
Fees If the Client requests full ownership of working files, the following fees apply:

-Spot Graphics: $500.00 + GST

-Large Spot Graphics: $1,000.00 + GST

-Half Wraps: $1,500.00 + GST

-Three-Quarter Wraps: $2,000.00 + GST

-Full Wraps: $3,500.00 + GST

Upon payment, Killer Image Pty Ltd will release working files, colour specs (CMYK), and artwork via Google Drive or equivalent.

15.3 Client-Supplied Material
Where the Client provides designs or artwork They warrant they hold appropriate intellectual property rights or licences They indemnify Killer Image Pty Ltd against any claims or damages resulting from IP infringement or unlawful use

15.4 Reproduction & Marketing
Use Killer Image Pty Ltd reserves the right to photograph and reproduce completed work for marketing and portfolio use unless expressly prohibited in writing by the Client.

16. RETURNS, REFUNDS & CREDITS

16.1 Change of Mind
Killer Image Pty Ltd does not offer refunds for change of mind or if the Client later decides they no longer require the product or service after production has commenced. eg: Artwork has commenced

16.2 Faults or Issues
In cases where the delivered work contains Minor faults Killer Image Pty Ltd will repair or correct the defect Major faults The Client may be entitled to a replacement or refund, as determined under consumer law

16.3 Return Conditions
All concerns must be reported within 7 days of delivery or completion, otherwise the goods are deemed accepted as-is.

16.4 Credit Notes
Valid for 12 months from the issue date Non-transferable and not redeemable for cash

17. PRIVACY & DATA HANDLING

17.1 Information Collection
Killer Image Pty Ltd collects personal and business information strictly for the purpose of providing services, managing projects, issuing invoices, and communicating with Clients

17.2 Data Security
We undertake reasonable efforts to protect personal data from loss, misuse, or unauthorised access. However, electronic communications are inherently insecure and we cannot guarantee absolute data protection.

17.3 Client Consent
By engaging our services, the Client consents to The collection and use of data for business purposes The storage of relevant files or communications in accordance with Australian privacy laws

17.4 Third Parties
Client data is not sold or shared with third parties unless required for service delivery (e.g., courier companies) or compelled by law.

18. LIMITATION OF LIABILITY

18.1 Scope of Liability
To the maximum extent permitted by law, Killer Image Pty Ltd is not liable for Loss of income, profit, opportunity, or business Delays caused by third parties, clients, or force majeure events Errors in proofs approved by the Client Damage caused during removal of old signage or third-party wraps Installation issues resulting from unsuitable surfaces, weather exposure, or poor maintenance

18.2 Indemnity
The Client agrees to indemnify and hold harmless Killer Image Pty Ltd from any claims, losses, or legal actions arising from Intellectual property violations in supplied materials Client negligence, misrepresentation, or breach of these Terms Unsafe work conditions at offsite locations arranged by the Client

19. GENERAL PROVISIONS

19.1 Governing Law
These Terms are governed by the laws of the State of New South Wales, Australia. Any dispute will be subject to the exclusive jurisdiction of the courts of that state.

19.2 Variations
Killer Image Pty Ltd reserves the right to update these Terms at any time. The most current version will be made available upon request or published on our website.

19.3 Entire Agreement
These Terms constitute the entire agreement between the Parties and supersede any prior agreements or understandings, whether written or oral.

19.4 Severability
If any part of these Terms is found to be invalid or unenforceable, the remainder will remain in full force and effect.

19.5 Waiver
Any failure by Killer Image Pty Ltd to enforce any provision shall not constitute a waiver of that provision or any other right.

20. AGREEMENT ACKNOWLEDGEMENT

By submitting your 50% deposit and approving the final artwork, you acknowledge and accept that you have read, understood, and agreed to be bound by the Terms and Conditions of Killer Image Pty Ltd. This confirmation serves as a binding agreement between you (the client) and Killer Image Pty Ltd for the provision of services as outlined.

21. VEHICLE CERAMIC COATING DISCLOSURE

The Client must disclose if the vehicle has been professionally ceramic coated prior to installation. Ceramic coatings are specifically designed to repel debris and prevent surface adhesion — this includes the adhesion of vinyl wrap materials..

21.1

The coating must be professionally removed by the original coating installer before any vinyl installation.

21.2

Killer Image Pty Ltd does not offer coating removal services and will not commence work on coated surfaces unless the coating has been fully removed and verified as suitable for wrap application

21.3

If the Client fails to disclose that a vehicle is ceramic coated and installation proceeds, Killer Image Pty Ltd accepts no liability for any installation defects, adhesion failure, or material faults arising as a result of the coating

If the vinyl does not adhere due to an undeclared ceramic coating, the Client will be:

- Charged a rebooking fee for a new installation date.
- Invoiced for any reprint or material costs resulting from damaged vinyl during the failed application.

Killer Image Pty Ltd reserves the right to cease installation immediately upon discovering a ceramic coating and to reschedule work until the surface is deemed suitable