

INSOMNIA WRAPS – TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions ("Agreement") govern the purchase and installation of vinyl vehicle wraps and/or Paint Protection Film (PPF) by Insomnia Wraps, LLC ("Company") for the customer. By booking an appointment or submitting a vehicle for service, the Customer acknowledges and agrees to be bound by the terms outlined herein.

2. FEE POLICY

1. Deposits

A 50% non-refundable deposit is required to secure your appointment. This deposit covers material ordering, scheduling, and setup. The remaining balance is due upon the completion of the service. Failure to pay the remaining balance upon completion may result in a lien on your vehicle.

2. Appointment Policy

Your appointment time is reserved specifically for your vehicle. Please notify us at least 24 hours in advance if you need to reschedule or cannot make your scheduled drop-off time. We understand emergencies happen but appreciate timely communication to avoid scheduling conflicts.

3. Late Drop-Off Fees (Without Notice)

Late drop-offs without prior notice will incur the following fees:

- 0–1 hour late: No fee (first-time occurrence only)
- 1–3 hours late: \$150 late fee
- Over 3 hours late or same-day drop-off delay: \$250 late fee

Late drop-offs may impact the timeline for other appointments and services, so we strongly encourage timely arrivals.

4. No-Show or No-Call (Day of Appointment)

In the event of a no-show or failure to notify us on the day of your scheduled appointment:

- A fee of 20% of the total job value will be charged (e.g., \$400 on a \$2K job, \$1,600 on an \$8K job).
- Rescheduling will be based on availability and may result in delays.
- The original deposit remains non-refundable under any circumstances.

5. Reschedule Policy

If you need to reschedule your appointment:

- A \$150 reschedule fee will apply for reschedules made with less than 24 hours' notice.

6. Rush Fees (Client-Caused Delays)

If a delay caused by the client shortens the project timeline, a rush fee may be applied on a case-by-case basis. The fee will depend on the total job cost and the specific circumstances. Rush fees are intended to cover additional labor, expedited materials, or any adjustments needed to meet the revised timeline.

7. Material Orders & Service Changes

Materials are ordered specifically for your project. Any changes to the color, finish, or scope of service after the deposit has been placed may result in additional charges. Please be mindful when making final decisions before the deposit is paid. We will confirm any updates to the costs before proceeding.

8. Communication Is Key

We value clear, timely communication and take pride in our work. Please assist us in staying on schedule by responding promptly to any inquiries and keeping us updated on any changes. This ensures that we can meet your expectations and deliver the best possible service.

3. LIMITED WARRANTY

Insomnia Wraps provides a 90-day Limited Warranty on installation-related defects such as lifting, peeling, or excessive wrinkling. Bubbling is also covered only when it results from installation errors such as trapped air or improper technique. Minor bubbling that may develop due to environmental factors or substrate irregularities is considered normal and not covered under warranty.

Insomnia Wraps is a certified installer and works directly with top-tier film manufacturers. Installations are completed using industry-standard procedures approved by these manufacturers. Claims of improper installation must be reported within 90 days, and Insomnia Wraps must be given the opportunity to inspect and repair any alleged issue.

The warranty does not cover:

- Accidental damage or road hazards
- Normal wear and tear
- Damage caused by pressure washing, automatic car washes, or chemical agents
- Improper care or third-party modifications

Warranty claims must be submitted within 90 days and will be reviewed by an Insomnia Wraps installer. Repairs or reinstallations are performed at the sole discretion of Insomnia Wraps.

Any attempt to modify, remove, or repair the wrap or PPF by anyone other than Insomnia Wraps voids this warranty. So does the use of chemicals or pressure washers on the film.

4. WARRANTY CLAIM PROCEDURE

To initiate a warranty claim under Section 3, the customer must:

- 1) Notify Insomnia Wraps within the 90-day warranty period.
- 2) Provide detailed information including:
 - A written description of the issue
 - Clear photos and/or videos showing the problem
 - Date the issue was first noticed
- 3) Submit the above to Insomnia Wraps via email at sales@insomniacarwraps.com or by calling 678-253-7714.
- 4) Be available to bring the vehicle to Insomnia Wraps' shop for an in-person inspection.

Insomnia Wraps must be given the opportunity to inspect and repair the issue before any third-party involvement. Any repairs performed or attempted by third parties without written consent from Insomnia Wraps will void the warranty.

If a rewrap is required, the customer acknowledges that newly ordered material may not exactly match the original installation due to batch variation, fading, or print inconsistencies. This is a known limitation in the vinyl wrap industry.

5. COLOR MATCHING DISCLAIMER

Due to batch variation, fading, aging, or material discontinuation, newly ordered wrap film may not exactly match the original wrap. This applies to warranty work, paid repairs, partial rewraps, or enhancement services.

The customer acknowledges that visible differences in color, sheen, or texture may occur and do not qualify as defects or grounds for rework, chargebacks, or refunds.

6. VEHICLE CARE REQUIREMENTS

To maintain your wrap or PPF, follow these guidelines:

- Hand wash only using pH-neutral soap

- Do not use automatic car washes
- Do not pressure wash or apply high-velocity water near edges
- Do not use degreasers, waxes, or detailing chemicals
- Dry with clean microfiber towels only

Insomnia Wraps is not responsible for damage resulting from failure to follow these care instructions.

7. VEHICLE CONDITION & PRE-INSPECTION

All vehicles are inspected upon arrival. Customers must disclose and document any pre-existing damage on the drop-off form. Insomnia Wraps is not responsible for any damage not listed prior to service.

Insomnia Wraps does not perform bodywork. Any rock chips, scratches, dents, or other imperfections on the vehicle surface may show through the wrap. These areas will not be repaired, filled, or smoothed prior to wrapping and may remain visible after installation.

While Insomnia Wraps takes care to maintain a clean installation environment, minor specks of dust or debris may sometimes become trapped under the film, especially in recessed areas or large panels. These do not qualify as defects and are considered normal within industry standards.

8. DISCLAIMERS

Insomnia Wraps does not guarantee that vinyl or PPF will not damage paint. We are not liable for paint issues that occur due to poor surface condition, repainting, flaking, oxidation, or underlying damage.

Minor imperfections, seams, edges, specks of dust, or adhesive lines are considered normal within industry standards and do not qualify as defects.

Any claims of physical damage must be supported by photo documentation at pickup or within 48 hours of delivery.

9. COMMERCIAL WRAP LIMITATIONS

- Custom printed wraps may not align 100% across all panels
- Color variations from mock-ups are normal
- Edge cuts are industry standard
- Seams are common, especially on large panels
- Customer-submitted graphics must be in vector format
- Reprints may vary in color from original prints

10. MATERIAL AVAILABILITY

If material is out of stock, customers may:

- Leave the vehicle at Insomnia Wraps until material arrives, or
- Pick up the vehicle and return later.

Full payment is still due before vehicle release, regardless of completion status.

11. LIFESPAN & ENVIRONMENTAL EXPOSURE

Premium wrap films typically last 3 to 5 years in Georgia climate conditions, but degradation may occur sooner depending on care, exposure, and environment.

PPF reduces small impacts but is not indestructible.

12. EXCLUSIONS UNLESS SPECIFIED IN WRITING

The following areas are not included in standard wraps unless specifically stated in the quote:

- Chrome deletes
- Wheels (powder coated or wrapped)
- Door jambs
- Trunk jambs
- Under-hood areas

- Inner door panels
- Roofs on vans/SUVs

13. FINAL QUOTE IS BINDING

Only written quotes and invoices define the scope of work. Verbal discussions or social media posts do not override the signed agreement.

14. PAYMENT TERMS

- A non-refundable 50% deposit is required to secure a booking and order materials.
- All balances must be paid in full before vehicle release.
- Partial or paused projects still require payment for labor and materials used.
- Add-ons or modifications may incur extra costs and delays.

15. CHARGEBACK & PAYMENT DISPUTE POLICY

All payments are final and non-refundable, except as stated in Section 3.

Unauthorized chargebacks will be treated as fraud and may result in legal action.

16. GOVERNING LAW & DISPUTE RESOLUTION

This agreement is governed by the laws of Georgia. Disputes shall be resolved via binding arbitration in Forsyth County, GA.

17. PHOTOGRAPHY & DOCUMENTATION

Insomnia Wraps photographs vehicles before, during, and after service. By booking, the customer consents to this. See Section 21 for information about public sharing and social media use.

18. ABANDONED VEHICLE POLICY

Vehicles left more than 5 days after job completion are subject to a \$75/day storage fee. After 20 days, the vehicle may be considered abandoned and subject to a lien.

19. LIMITATION OF LIABILITY

Insomnia Wraps is not liable for:

- Loss of business, time, or revenue
- Damage from third-party actions
- Issues caused by customer-provided designs
- Electronic or mechanical system errors resulting from necessary disassembly, wrap application, or related services
- Damage or malfunction to paint, sensors, trim, or accessories during normal wrap procedures where disassembly or access is required
- Faults resulting from prior bodywork, non-factory paint, or aftermarket parts
- Delays caused by third-party vendors, parts availability, or outside scheduling
- Loss or damage to personal belongings left in the vehicle
- Reinstallation or replacement costs for one-time-use parts or clips that must be removed during wrap installation for optimal results

Maximum liability is limited to the amount paid for the service.

20. VEHICLE SYSTEMS & WARNING LIGHTS

Some modern vehicles contain sensors and electronic systems that may trigger warning lights or fault codes when panels are removed, unplugged, or reinstalled during the wrapping process. While Insomnia Wraps takes every reasonable precaution, the customer understands that:

- Temporary or delayed warning lights (e.g., airbag, check engine, radar sensors, blind spot assist) may occur

- These systems can be sensitive, and lights may appear days after service
- Fault codes related to wheel sensors may appear after wheels are removed or powder coated — these are unrelated to wrap services but may occur during full-vehicle enhancement projects
- Customers should notify Insomnia Wraps immediately if this occurs
- Insomnia Wraps will inspect and assist with resolving such issues to the best of our ability. If we perform a repair and the issue returns or worsens, the customer agrees to notify Insomnia Wraps and return the vehicle for further inspection.

If a customer chooses to take the vehicle to a dealership or third party without allowing Insomnia Wraps the opportunity to resolve the issue first, Insomnia Wraps is not responsible for third-party diagnostics, dealership charges, or any resulting claims. In cases where dealership involvement is necessary, Insomnia Wraps reserves the right to manage the repair process directly, which may result in lower costs and better outcomes.

21. MEDIA USE AND SOCIAL SHARING

Insomnia Wraps regularly documents the wrap and PPF process for promotional and educational purposes. This may include photos, video recordings, or behind-the-scenes content featuring the customer's vehicle. By booking services with Insomnia Wraps, the customer grants permission to film, photograph, and publish media content of their vehicle during and after service. This content may be used on websites, social media platforms (e.g., TikTok, Instagram, YouTube, Facebook), advertisements, and other promotional materials.

If the customer does not wish for their vehicle to appear in media, they must notify Insomnia Wraps in writing prior to the start of the project. Requests to remove previously published content are not guaranteed but will be considered upon reasonable request.

22. PROJECT TIMELINE & TURNAROUND EXPECTATIONS

Insomnia Wraps aims to complete most full vehicle wraps within 7 to 14 business days, depending on the complexity of the vehicle and scope of work. However, certain vehicles, surfaces, or added services may require more time.

The following factors may extend turnaround time:

- Original paint color requiring extra coverage
- Gaps between panels that are unusually wide or tight
- Complex disassembly and reassembly
- Aftermarket parts that require custom wrapping techniques
- Use of specialty or difficult-to-install vinyl films
- Material availability or need to order additional film
- Added services such as:
 - o Chrome deletes
 - o Wheel powder coating
 - o Ceramic coating
 - o Paint correction or detailing prep

Partial wraps typically require less time than full wraps, but are still subject to shop scheduling and material delivery timelines.

Insomnia Wraps will provide updates during the process and make every effort to meet estimated timeframes.

However, no guaranteed completion date is implied or promised, and delays will not be grounds for refunds or chargebacks. Insomnia Wraps is not responsible for providing or reimbursing any customer transportation, rideshare, rental, or lodging accommodations during the duration of the project, regardless of delays or extended timelines.

23. ENTIRE AGREEMENT

This document outlines the full terms of service provided by Insomnia Wraps and supersedes all prior communications. No changes are valid unless made in writing and expressly accepted by Insomnia Wraps.

Print Name _____

Sign Name _____

Date _____