

Standard Terms & Conditions



All orders resulting from acceptance of quotations are subject to acceptance of 'Standard Terms and Conditions'.

Quotation Validity

All quotations are valid for acceptance within 30 days of date of issue. Acceptance beyond this period requires review of quoted prices and conditions.

Quotations based on initial scope of works itemised with pricing subject to change following client-initiated changes. Quotations that require a site visit to confirm pricing are indicative only and will be confirmed following site visit.

Payment Types

1. Credit Account

Credit applications are available upon request for a net 7, 21 or 30 days after invoice trading account. Applications may take up to two (2) working weeks to process and approve. First orders for new clients subject to Payment in Advance (PIA) terms.

All materials supplied to credit account clients, remains the property of ExBo Visual until final account settled.

2. Payment in Advance

Payment in Advance (PIA) terms requires full payment in advance for orders less than \$3,000 and 50% in advance prior to commencement of artwork, ordering of materials or manufacture for orders above \$3,001. All orders require final payment prior to goods leaving company facilities.

Installation works required to be paid in full prior to installation and non-payment may result in delay of installation being completed.

Payment Methods

Payment is accepted by Electronic Funds Transfer (EFT), Bill Payment (BPAY) or Credit Card (CC). Service Fees may apply on credit card transactions.

Client credit accounts in arrears by 60 days or more will incur an administrative finance charge of \$60 per month.

Warranty Periods

Substrate, fabrication, finishing and workmanship is covered by a 12-month quality guarantee. Additional items and components in quotation are covered by manufacturer's warranty with exception of flags, fluorescent tubes, neon transformers and neon glass which offer no warranty.

Digital signage warranty periods are subject to individual manufacturer. Contact Solution Managers for manufacturer information.

Unless specified quotations do not include supply of electrical feed to sign location, time clocks, flashing units etc. These works must be carried out by a licensed contractor as specified by Western

Power to Australian Standards AS/NZA 3000. This can be arranged through ExBo Visual upon request at additional cost.

Light Emitting Diode (LED) module and transformer warranties are subject to individual manufacturer. Contact Solution Managers for manufacturer information.

Design

Revisions or alterations to design that influence planned manufacture, fixing or installation following final artwork approval, must be communicated in writing. Additional cost will be incurred and communicated by Solution Managers. The company charge \$140 per hour for design with a minimum charge of one hour. File handling and revisions are charged at \$120 per hour with a minimum charge of \$20 for file handling and revisions. Proofing and preparation is charged at \$120 per hour with a minimum charge of \$15.

Artwork

No order will proceed prior to final artwork approval from clients.

Unless otherwise noted in quotations client supplied artwork is required to be hi resolution PDF print prepared (refer ExBo Visual Artwork Submission Guide). Additional charges may apply if artwork changes are required or should allowed time exceed quotations.

For specific art specification requirements speak with ExBo Visual Solution Managers.

Any artwork supplied by ExBo Visual is owned by ExBo Visual and cannot be copied or reproduced in part or full without written permission from ExBo Visual. In preliminary stages of design there may be several drafts produced. Upon acceptance of final design, only the final design will be retained in our system with prior drafts deleted. ExBo Visual hold no responsibility to retain artwork not carried through to production. ExBo Visual hold all copyright on draft with final designs provided to clients.

Copying of copyrighted artwork may result in additional fees for artwork or other compensation. Purchase of copyrighted artwork is through negotiated discussion.

Proofing

ExBo Visual provide electronic proofs. It is a requirement that clients sign off or waive changes in writing prior to work commencing. If changes to original specifications are required, a design fee may apply.

Variations

Any variations to original quotations including, stock changes, number of pages or copies, artwork etc require client sign off on the variation to order form prior to continuation of production.

Digital Printing - Colour

When matching existing digital prints, it is important to note that colours may vary due to the large range of colour profiles, stocks and inks. This is influenced by age of the original print and duration between prints, varying atmospheric temperatures and humidity.

When matching existing signage, there is a chance colours may vary slightly and we will endeavour to match as closely as possible. We encourage clients to provide a sample for colour matching noting should there be a delay with client approval or a high volume of back and forth in approving the colour match, the date of advised delivery may be extended.

When working with provided brand guidelines needing specific colour matching, we will endeavour to meet required colour specifications. As colours are greatly influenced by lighting conditions clients are requested to advise what kind of lighting is to be considered when colour matching to ensure brand guidelines are met. Please be aware that all colours look different in different lighting conditions. A colour may appear correct in daylight but not correct in fluorescent light.

Digital Printing – Installation

When completing installation for digital printing or wallpaper, upon completion of works an assessment will be completed with the client prior to leaving the premises.

Walls

Applying digital prints to freshly painted walls will only have warranty with following conditions:

- Walls prepared professionally i.e. no gyprock dust, seal, undercoat and finish applied;
- Walls painted minimum of seven (7) days prior to installation to allow for paint to de gas;
- Walls are painted and free of blemishes and/or bumps;
- **Teflon paints void all warranties.**

General Installation

All installations are scheduled and confirmed with clients by ExBo Visual Production Managers a minimum of one (1) working day prior.

Quotation based on signage installation completed during a single site visit unless otherwise specified. External installation subject to weather permitting.

Glass Installation

ExBo Visual recommend glass graphics be installed on site only. Where this cannot happen clients will be requested to collect ex-works with a signed waiver presented prior to release. Damage occurring following signing of the waiver will be at client's expense.

Third Party Fees

Unless specified quotations do not include council fees, engineer computations or adhoc charges. These will be charged as extra to client. Above third party fees not exhausted.

Working Hours

All work quoted is during normal trading hours i.e. Monday to Friday 0830 to 1700 unless otherwise specified. Works required outside normal trading hours, weekends or public holidays will be charged accordingly.

Site Visits

Quotations are provided as indicative and are dependent on on-site survey being completed. Site surveys only completed upon receipt of client purchase order or email acceptance of quotation. Final site measure may prompt a revision to quotation due to a change in the initial scope of the order, additional requirements not identified or, assessment of existing structures or signage raising concerns. Clients not proceeding with revised quotations will still be charged for site visits. A fee of \$150 will apply per on-site survey location.

Site Access

It is client's responsibility to inform ExBo Visual of restrictions that may limit access to site. Required inductions, accreditations etc must be advised prior to acceptance of quotations. Additional charges that may be incurred on site are not included in quotations and will be on-charged to client.

Clear access to work areas may affect price and quality of works. ExBo Visual cannot guarantee 100% quality on areas affected by other trades and existing conditions. We recommend prior consultation to address any concerns regards scheduling of work.

Should installers attend site and cannot work due to other trades not completing prior required works, additional cost will be incurred and this will be communicated to you by Solution Managers.

ExBo Visual cannot be held responsible should insufficient clear workspace or insufficient curing time not be provided.

Services on Site

It is client's responsibility to ensure signage location/s are free from electrical, plumbing, telecommunications or obstructions. Damages incurred through lack of information provided by client will be at client's expense. ExBo Visual will exercise due diligence prior to installation and if a site survey is required, it will be charged as a variation unless specified as an included item in quotations.

Approvals, Permits and Inductions

Shire council approvals and permits to be attained by client. Structural certifications and drawings to be provided by client. No traffic management allowed for unless specified in quotation. No Elevated Work Platforms (EWP), cranes, other similar equipment or site inductions allowed for unless specified in quotation.

Lead Time Small Format

Standard production time usually four (4) to six (6) working days from final client artwork approval. Complex or large order lead time will be advised on quotation. Rush jobs will incur additional charges which will be itemised on quotations prior to placing order.



Lead Time Large Format

Standard production time for supply only orders usually seven (7) working days. Complex orders have standard production time of fourteen (14) working days with project lead time determined at point of quotation.

Delivery Small Format

A cost recovery charge is passed to clients and itemised in quotations as shipping. A standard delivery charge of \$18 will apply to all orders delivered next day in the Metro area. Orders heavier than 20 kg or outside Metro area may incur an additional cost recovery charge.

Same day delivery may incur charges greater than the standard delivery charge. Changes to delivery instruction following client agreement on quotation may incur additional charges.

Collection Small Format

Collection from 1 McDowell St, Welshpool WA 6106 from 8.30am to 3.45pm, Monday to Friday.

Delivery Large Format

A cost recovery charge is passed to clients and itemised in quotations as shipping. A standard delivery charge of \$40 will apply to all orders delivered next day, less than 20 kilos in the Metro area. Orders heavier than 20 kg in the Metro area may incur an additional cost recovery charge.

Same day delivery may incur charges greater than the standard delivery charge. Changes to delivery instruction following client agreement on quotation may incur additional charges.

Collection Large Format

Collection from 1 McDowell St, Welshpool WA 6106 from 8.30am to 3.45pm, Monday to Friday.

Vehicle Graphics

Preparation

Vehicle must be washed the day prior and presented in a clean wax free condition to ensure no compromise to graphic application. This ensures enough time for the vehicle to completely dry underneath rivet heads and between panels where it is most critical.

Drop off

When dropping off vehicles an assessment will be completed with clients prior to acceptance. Any damage to the vehicle may compromise the quality of finish and shall be discussed prior to proceeding.

Vehicles having graphics removed or reinstalled also need also be presented in a clean wax free condition.



Collection

When collecting vehicles an assessment will be completed prior to handover to client. Clients will be asked to assess and sign an acknowledgement form.