



# Architectural Graphics & Signage Application Terms & Conditions

## Installation Department

Our installation Department will carry out your graphics application. If you require further information regarding these services please use the contact details below or contact your customer service centre.

### Aura Graphics Installation Department

1 Old Tramway  
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Stoke-on-Trent  
ST4 3PX  
UK

**t** +44 (0)1782 343 694  
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**e** [install@auragraphics.com](mailto:install@auragraphics.com)

## Overview

We work hard to provide the highest standards of excellence in the application of your graphics.

To facilitate this, ensure we meet your expectations and avoid unnecessary extra costs for downtime or preparation prior to application, you can help by following the checklist below.

The steps below should be completed, or alternative arrangements agreed and in place, prior to each application to provide a valid warranty and ensure delays or additional charges are not incurred.

## Site Conditions

- All application areas must be clean and dust free with adequate lighting, utilities and clear unrestricted access provided.
- All areas must have obstructions & furniture (e.g. desks, shelves, filing cabinets etc) removed in advance of our technician's arrival to site.
- On site risk assessments will be conducted by our applicators before commencing application. Their working environment must be well ventilated, clear and clean of obstructions and reasonably dirt and dust free.

### Aura Graphics - Lowestoft

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### Aura Graphics - Stoke

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- Any scheduled graphics application not completed due to being unable to access the site or any other reason beyond our control (including missing or incorrect free-issue graphics **not** supplied by Aura Graphics) will be charged in full as per our quote/prevailing rates.
- Any return visit to complete graphic application resulting from reasons out of our control will be charged for in full as per our quote/prevailing rates.
- Unforeseen costs resulting from the above will be charged where appropriate, including waiting time, overtime, travel, subsistence and accommodation.

## Self-adhesive Graphics

- All applications subject to the above.
- The application area and substrate to have a minimum ambient temperature of twelve degrees Celsius (12°C) or the minimum temperature stated on any relevant material datasheets, where advised.
- Smooth wall and ceiling applications - any imperfections in the substrate will need to be filled, sanded and paint sealed, preferably with a silk or eggshell paint, 48 hours prior to application date. The whole surface should be painted with suitable paint.
- Textured wall applications – the brick- or block-work should be secure and dust free with any loose parts removed or repaired.
- Windows & internal floor applications – surfaces must be cleaned in advance of our technician's arrival.
- Any existing substrate damage, or irregular paint surface etc will compromise the overall finish and performance of films and will invalidate any warranty; expressed or implied.

## External Installations

- All external installations are weather dependent. Conditions such as, but not limited to heavy and persistent rain or high-winds will mean the installation may need to be rescheduled. We will monitor conditions and advise you in advance of any need to reschedule.

## Product Data Sheets

- Any conditions or requirements stipulated in the products technical data sheets also apply.

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## Cancellation of Booking

- Any graphics application may be cancelled up to 48 hours before its scheduled commencement time without charge.
- Bookings cancelled within 48 hours may be subject to a cancellation charge up to the full amount of our quote/prevaling rates.

## Project Specific Conditions

Certain project specific conditions may also apply. Please refer to your proposal or quotation documentation for further details.

For further information, assistance or to order replacement graphics please contact us.

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