

Protect Wraps Brisbane Pty Ltd

Paint Protection Film (PPF) Installation Disclaimer – Terms and Conditions

1. Definitions

- **“Company”**, **“we”**, **“us”**, **“our”** refers to Protect Wraps Brisbane Pty Ltd.
 - **“Customer”**, **“you”**, **“your”** refers to the person or entity engaging our services.
 - **“PPF”** refers to Paint Protection Film.
 - **“Vehicle”** refers to the customer's nominated vehicle to which the service will be applied.
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2. General Agreement

By commissioning services from Protect Wraps Brisbane Pty Ltd, the Customer acknowledges and accepts these Terms and Conditions. These terms are governed by Queensland law and may be updated by the Company from time to time with reasonable notice to clients.

3. Company Responsibilities

- **Service Provision:** We provide professional automotive protection services using industry-standard methods and premium products. We provide a complimentary check up for all installs between 2-6 weeks post handover to remedy any common changes or film movement which is expected. See examples below at item 7.
Installation Process & Expectations
- **Scheduling & Timeliness:** We make all reasonable efforts to meet agreed appointment times and notify clients of any delays or changes.
- **Quality Assurance:** We guarantee workmanship and aim to resolve any concerns fairly and promptly. Any issues identified during the work will be documented (including timestamped photos) and may be communicated at our discretion.
- **Equipment and Safety:** We use professional-grade tools, materials, and processes to perform work in a safe and effective manner.
- **Communication:** We maintain transparent and timely communication throughout the customer experience.
- **Legal Compliance:** We operate in compliance with Australian Consumer Law and applicable environmental and safety regulations.
- **Complaints Resolution:** We follow fair dispute resolution protocols. Refunds are assessed proportionally, and customers must allow us to rectify any defects prior to

seeking compensation or lodging disputes. A Non-Disparagement Agreement may be required prior to refund or rectification.

- **Customer Property:** We treat all vehicles with care and professionalism. Any items left in the vehicle are the customer's responsibility. Any items left at our premises will be held for 6 months, after which they may be disposed of in accordance with the *Disposal of Uncollected Goods Act 1967*.

4. Scope of Services

We specialise in PPF installations using computer-cut templates tailored to your vehicle. Services are limited to what is itemised in your booking confirmation or invoice. Uncommon vehicles may not appear in the digital pattern library which may require custom one-off templates to be made or the panels to be "bulk" fitted. Any templates used or created will not be shared and remain the property of Protect Wraps Brisbane Pty Ltd.

5. Quotes, Bookings & Deposits

- Quotes are valid for 30 days.
- A **non-refundable deposit of 20% or up to 50%** for special circumstance projects is required to confirm bookings.
- Cancellations or changes within 48 hours of the booking may result in additional charges.
- Delayed drop-off or no-shows may forfeit your deposit.

6. Payment Terms

- Full payment is due upon completion and **prior to vehicle release**.
- Accepted methods: Cash, Bank transfer, EFTPOS, Visa/Mastercard, AMEX (surcharges apply).
- No post-service invoicing is provided unless being issued to a dealership on credit terms.

7. Installation Process & Expectations

- **Fitment:** Film is applied using pre-cut patterns. Panels are not removed.
- **Edges:** PPF is flush-cut and not wrapped around extreme edges, corners or into door jambs or panels hard pressed against rubber seals. Seams and overlaps may be visible in complex areas.

Terms and Conditions Paint Disclaimer

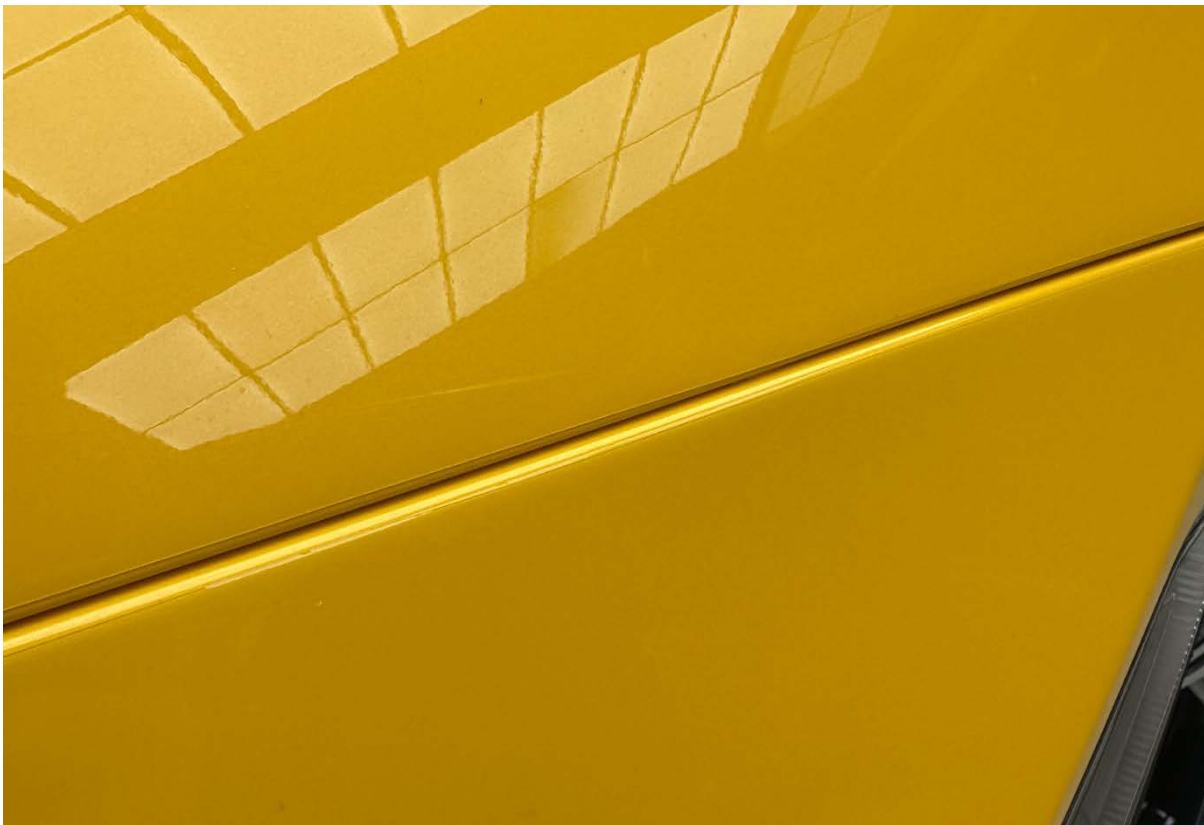
- **Tolerances:** Gaps <2mm near curves or badges are normal due to factory tolerances and film limitations.
- **Cosmetic Considerations:** Minor specks, dust, or glue lines may appear. PPF may highlight paint flaws. These do not constitute defects.
- **Visual Expectations:** Examples of film expectations are as follows:



Paint defect: Dust nib trapped in the factory paintwork, film installed in this photo.



Film edge: Limited access prevents complete coverage. We endeavour to complete the edge as neat as possible.





Dust particle: Dust particles can end up between the film and the vehicles paintwork. We do our best to mitigate this with industry standard anti-static installation procedures however it's never perfect across the whole vehicle. Industry standard allowance is 2 (two) dust particles within a square metre area.



Complex corners: Corners can't be fully wrapped due to access and excessive film; will fail. PPF is thicker than paint and can simply not manage a huge reduction corner such as these examples.



Joins: complex panels which would result in failure will require joins which are decided by research and development pattern creators which are followed in store for intentional long-lasting fitment. We endeavour to keep these joins as tight and neat as possible.



Checkups: These are typical signs of film movement (lifting, peeling, bubbles) which require rectification on our standard 2–6-week post installation checkup which is complimentary. Film requires 5 heat cycles to finalise its position and therefore will shift in this early period.

8. Warranty Coverage

- **Product Warranty:** Covers yellowing, cracking, or delamination (5–10 years depending on brand).
- **Workmanship Warranty:** 3–6 weeks for install issues (e.g. movement, bubbles or lifting).
- **Limitations:** Warranty is void if:
 - Aftercare instructions are not followed.
 - Damage is caused by environmental events, poor washing habits, or impacts.
 - Film is removed or tampered with.

9. Paint Integrity Disclaimer

- Resprayed or repaired paint may lift during film application/removal.
- We take precautions (e.g. heat-assisted removal) but are not liable for poor paint adhesion.
- Responsibility for such damage remains with the manufacturer or prior repairer.

10. Customer Responsibilities

You agree to:

- Disclose any damage, repainting, coating, or repair history.
- Deliver a clean vehicle. Excessively dirty vehicles may incur a cleaning fee.
- Remove valuables and personal items from the vehicle.
- Inspect the vehicle upon handover and raise any issues within 24 hours.
- Follow all aftercare instructions to retain warranty coverage.

11. Vehicle Storage & Abandonment

- Vehicles must be collected within 48 hours of completion unless otherwise agreed.
- Storage fees of **\$25/day** may apply after this period.
- Items left behind may be disposed of after 6 months per legislation.

12. Care Instructions (Post-Install)

To protect your PPF and retain warranty:

- Do not wash with soap for **7 days**.
- Do not expose to water within the first **12 hours**.
- Wash using pH-neutral soap, soft mitts, and low pressure. Towel dry.
- Avoid automatic/brush car washes.
- Remove droppings/sap promptly.
- Never polish or wax the film.

13. Liability & Indemnity

- We are not liable for:
 - Pre-existing damage or hidden paint issues.
 - Damage or lack of care after vehicle collection.
 - Loss of use, income, or other indirect damages.
- Customers agree to indemnify us against all claims arising from a breach of these terms.

14. Force Majeure

We are not responsible for delays or cancellations due to factors beyond our control, including illness, supply chain issues, pandemics, war or natural events.

15. Intellectual Property

All templates, documents, and processes remain the exclusive property of Protect Wraps Brisbane Pty Ltd. Reproduction without permission is prohibited.

16. Modification of Terms

We reserve the right to amend these terms. The latest version will always be available upon request or on our website.

17. Acknowledgement and Acceptance

By signing below or proceeding with a booking, you acknowledge:

- You have read and understood these Terms and Conditions.
 - You understand the limitations of PPF and normal installation characteristics.
 - You agree to be bound by these terms.
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Customer Name: _____

Signature: _____

Date: _____