



TERMS AND CONDITIONS

COLOR MATCHING: Within the limits of the color gamut of our printing equipment, Image360 - RVA will guarantee color matching on all projects that include physical samples. Orders without physical samples are NOT guaranteed for color. For artwork with Pantone colors, color will be close, but is NOT guaranteed without a physical sample. We use digital inkjet printing technologies and require artwork to include Pantone colors (no CMYK mixes) in order to have predictable color output.

PROOF APPROVAL: It is the client's responsibility to ensure that the proof is correct in all areas. Please be sure to double-check spelling, grammar, layout, color, sizes, quantities and design before APPROVING the proof. We are happy to fix any errors before APPROVAL or answer any questions. The final product will look like as shown on this proof with the exception of some logos/art may appear blurry because the proof is low resolution. We can email a screen shot of any areas you are concerned about at 100% size to show how it will print. If a proof containing errors is approved by the client, it is the client's responsibility for payment of all original costs of printing, including corrections and reprints.

VEHICLE WRAPS: Due to the fact that a two dimensional graphic is being applied to a three dimensional vehicle, and due to minor variances in the accuracy of templates, the positioning of a vehicle wrap can vary from the proof by several inches throughout the entire length of a vehicle wrap. This is normal and wraps need to be designed with this in mind. The artwork proof provided is for visual purposes only and is used to give clients a general perspective of the graphic concept. The vinyl graphics on a vehicle wrap will have seams and may include relief cuts to ensure that the graphic does not prematurely fail. This is not perceptible from a normal viewing distance.

GRAPHIC/SIGNAGE REMOVAL: Removal of self-adhesive vinyl graphics or signage may cause damage to paint, drywall, or other surfaces upon removal. Our team of professionals will take care to avoid or minimize any surface damage, but there are times when it cannot be avoided. We will alert the client in the event of surface damage as soon as possible. Unless otherwise agreed to in advance (in writing), all repairs and the cost to make repairs shall be the responsibility of the client.

INSTALLATIONS OF BANNERS AND SIGNAGE ON STRUCTURES PROVIDED BY OR AUTHORIZED BY CLIENT: It is the client's responsibility to ensure the structural integrity of any client-owned, leased, or otherwise supplied wall, post, building, fence, stake, gate, tree, or other surface on which any banners or signage will be installed is suitable for a safe, durable installation throughout the life of the banner or signage. Any banner or sign will increase the wind-load on the surface upon which it is installed and DSH Signs, LLC shall not be held responsible for losses or damage caused by high winds. Further, the warranty provided by DSH Signs, LLC specifically excludes damage to any banner or sign caused by high winds, fading due to exposure to direct sun or other damage from natural causes.

REVIEW, COMMENTS, AND OTHER CONTENT: You may upload mail lists, pictures, logos, digital signatures, and other graphic or textual content; send direct mail or email solicitations



and other communications; and submit suggestions, ideas, comments, questions, or other information, so long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable and does not consist of or contain software viruses, political campaigning, commercial solicitation, chain letters, or any form of "spam." You may not use a false email address, impersonate any person or entity, or otherwise mislead as to the origin of a card or other content. We reserve the right (but not the obligation) to remove or edit such content, but we do not regularly review posted content. If you do post content or submit material, and unless we indicate otherwise, you grant us and our licensors a nonexclusive, royalty-free, perpetual, irrevocable, and fully sub-licensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such content throughout the world in any media. You grant us and our licensors and any of our and our licensors' sub-licensees the right to use the name that you submit in connection with such content, if we or our licensors choose. You represent and warrant that you own or otherwise control all of the rights to the content that you post; that the content is accurate; that use of the content you supply does not violate this policy and will not cause injury to any person or entity; and that you will indemnify us and our licensors, and our and their respective owners, directors, managers, officers, employees, agents, representatives, vendors, successors or assigns (the "Indemnified Parties") for all claims resulting from content you supply. We have the right but not the obligation to monitor and edit or remove any activity or content. Neither we nor any of the other Indemnified Parties take any responsibility or assume any liability for any content posted by you or any third party.

These terms and conditions are subject to change at any time, with or without notice.

Placing any order with DSH Signs, LLC (dba Image360 – RVA and Image360 Express) constitutes acceptance of these terms and conditions in full without exclusion.