

## **ALLVAN EQUIPMENT TERMS AND CONDITIONS - WARRANTY**

**WARRANTY:** Allvan USA LLC (herein call 'Seller') warrants to the initial buyer ('Buyer') that its products, when used in normal service and within the limits of its specification, are free from defects in material and workmanship for a period of 12 months from delivery.

**REGISTER YOUR UNIT AND ALWAYS-ALWAYS-ALWAYS CONTACT ALLVAN DIRECTLY IF YOU BELIEVE YOU HAVE A WARRANTY ISSUE!** This is not a bureaucratic requirement. We are being practical...just like you and the way you run your business. We stand by our build quality and long-term business partners and always do what is right. We just need to be part of any and all 'warranty process' from the start. We cannot and will not pay an invoice for third-party repairs in which we are not consulted or involved. That's not prudent or fair. We'll mention this again in the next section too because it is THAT important. **Registering your Allvan body and getting parts and support is super easy. You can do that using our website at [www.Allvan.com](http://www.Allvan.com). See the top tab that says Owner Info and Parts. Call us direct as well if you prefer to register that way. 615.459.2511.**

**WARRANTY LIMITATIONS:** Seller disclaims all other express and implied warranties including warranty of merchantability and/or fitness for a particular purpose. Seller's warranty hereunder is limited to repair or replacement, at the sole discretion of seller, of any defective product of which notice of the defect is given by Buyer immediately after such defect is, or should have been, discovered and which product is returned, at Buyer's expense, to Seller's factory (or mutually agreeable third party repair facility) within 20 days of Seller's request for such return. Seller disclaims liability for further damage due to continued use with such defect remaining. Seller assumes no liability for cargo loss, loss of use, incidental costs or any consequential loss or damage. This includes no liability assumed or implied for any lost business associated with a warranty repair and/or for Buyer's need for rental/lease equipment during a warranty repair. Caveats: Buyer and Seller agree to any such alternative arrangements separately and mutually - in writing. "Normal Service" means usage in the manner and for such purposes for which said product is generally utilized and on well-maintained public roads not subjecting the product to unusual strains or impacts. Transportation to and from another Seller-approved repair company or Allvan is at Buyer's expense. Components built by others are warranted by their respective manufacturers and not by Seller. No warranty is made by Seller for: parts that are not defective but are subjected to wearing out due to exposure and normal use; parts that are modified, repaired or replaced by others without Seller's written consent; van body floors that expand and contract due to atmospheric conditions. An AUTHORIZATION NUMBER or at the least a formal acknowledgement from Seller is required if the pending claim is over \$100.00. Warranty repairs or replacements shall not extend the warranty period. Although it is implied throughout and mentioned as well, we are further clarifying and reinforcing the following and first rule of any and all Allvan warranty support: **NO WARRANTY CLAIM IS VALID OR ENFORCEABLE OR OTHERWISE RE-IMBURSEABLE UNLESS THE BUYER CONTACTS THE SELLER FIRST TO INITIATE A FORMAL WARRANTY CLAIM! NO EXCEPTIONS! NONE!** This is critical and why we have highlighted this statement using bright and loud colors and big font. Heck, we even included exclamation points. And we mentioned it twice now. Important. This requirement ensures that we are on the same page from the very beginning for finding an expeditious and effective Buyer solution. As of May 2024, Allvan includes QR stickers on new units and in unit paperwork to reinforce and remind all end-user Buyers of our policies. See QR code above.

**FLEET GRAPHICS:** Allvan provided vinyl and print are supported under the warranty from the vinyl or ink manufacturers first. Proper care and acknowledgement of the limitations of fleet graphics are listed in Terms and Conditions attached to your Bill of Sale. Allvan reserves the exclusive right to determine if any or all graphics issues reported to Seller are or are not applicable to an Allvan warranty claim. **More specifically, you can find more information and support for all things Graphics by calling 615.459.2511 and asking + at the bottom of this PDF.**

**ITEMS SUPPLIED BY BUYER:** If any equipment or design for the goods is supplied by Buyer, Buyer shall indemnify and hold harmless Seller for all claims arising out of such equipment or design. If Buyer specifies any design or material or equipment covered by a patent, Buyer shall indemnify and hold harmless Seller from any claims for patent infringement.

**ASSIGNMENT:** Any assignment by Buyer of any right or obligations hereunder shall be ineffective without the prior written consent of Seller.

**MISCELLANEOUS TERMS:** Buyer shall notify Seller of any accident or conditions resulting in personal injury or property damage involving the product. In the event the Buyer fails to notify Seller within ten (10) days thereof, Buyer shall hold harmless and indemnify Seller from any claims, injury or damage resulting therefrom. Buyer agrees to hold harmless and indemnify Seller from any claims including but not limited to claims for violations of any statute or regulation, for personal injury, property damage, patent infringement or appropriation of proprietary technology arising out of any design or specifications furnished by Buyer. Buyer agrees to obey all laws which govern the manufacture, sale or disposal of such products.

**ENTIRE AGREEMENT:** It is understood and agreed that this quote/order/warranty document is a binding contract which contains the entire agreement between Seller and Buyer with respect to the product and equipment and the provisions hereof supersede all other negotiations, orders, confirmations and memoranda between the parties with respect to this order. Buyer agrees to perform all obligations of the Buyer under this Warranty whether the product is resold, the invoices and MSO's are to go to any other party, or the title to the product equipment will be in the name of any other party. The terms and conditions of this order may not be revised or modified in any way except in writing, signed by the party to be charged.

**COURT STUFF:** In the very unlikely event a Buyer or Seller needs to initiate some sort of litigation, this will occur within the Court System in the State of Tennessee.

Allvan Warranty Doc update/current as of November 2024

## ALLVAN VINYL TERMS & CONDITIONS

**DESIGN/ARTWORK:** All design services provided by Allvan under these terms shall be for the exclusive use of the customer. All original artwork files created by Allvan or parts contained therein, whether preliminary concepts or final visual presentation remains the property of the Allvan and may not be used by the customer without the written permission of Allvan. Allvan retains the right to use the completed project and any preliminary designs for the purpose of design competitions, future publications on design, educational purposes, marketing materials, online posting on Allvan websites, social media properties and portfolios. Allvan is not responsible for errors in spelling, color, or design regarding all artwork submitted by the customer to Allvan. It is assumed that all artwork submitted to Allvan by the customer has been approved by customer prior to submission and is production ready. Allvan will advise the customer on areas the vinyl wrap will not adhere properly and interrupt the design such as rubber molding, aluminum door trim, or hardware. Due to the 3-dimensional shape of vehicles with a 2-dimensional print being laid over the surface, design elements like straight lines and texts may look distorted in person. These type of design issues should be in consideration by the customer before approving the final artwork. Not all Pantone or PMS colors can exactly be duplicated by digital printing due to contingencies (file type, color profile, palette, etc.). Allvan will attempt to match any specific color requests. Should the customer require a printed proof prior to printing, please notify Allvan & we will arrange for a proof to be provided for an additional fee. **To learn more about art submission requirements follow this link <http://www.allvan.com/design-files> (or call us direct.)**

**PROOFING:** Before production begins, the customer will have to sign and return a copy of the proof provided. Customer is responsible for any spelling, grammatical errors, number errors, etc. Any changes after final approval of artwork will result in additional charges for any time or materials used to make changes after our production process begins.

**CUSTOMER VEHICLE(S) CONDITION & PREPARATION:** The customer is responsible for ensuring the vehicle is clean and free of surface debris. We recommend washing the vehicle one day prior to installation. Please make sure there is no wax or paint sealers used during or after this wash. A simple solution of water and dish soap is recommended. If a vehicle is not delivered to the designated location in a washed, dried and ready to install condition, Allvan shall recommend taking it to be washed before completing drop off. If it is decided that the vehicle is to be left in the condition without cleaning, Allvan will charge a cleaning fee of \$400.00 per vehicle that requires washing and drying prior to installation.

**CURTAINSIDER GRAPHICS:** Graphics are printed on new material and assemblies only. We can not run digitally printed graphics on existing curtains. Thus, a graphics install will require a complete curtain rebuild. The UV printing process enables us to print on colored tarpaulin by using white ink under the CMYK process. With this in mind, we may choose to use the largest color area of a design as the tarpaulin color. The graphic area is then printed with a clearcoat layer to help prolong the life of the inks from wear and abrasion longer than non-coated prints. A fully printed curtainsider may show signs of wear faster than areas that do not get constant use due to the creasing and folding of the tarpaulin. Areas with excessive use may include buckle areas, poles, reinforcements, and locking mechanism positions.

**VEHICLE/PROJECT RELEASE:** The customer is made aware that the purchase of a wrap through Allvan includes a One (1) Year Installation Warranty (exclusions apply). This warranty will cover any installation-related issues that may occur within one calendar year from the completion date of the completion of the vehicle wrap project. It is known to customers that they can return the vehicle to Allvan for repair and/or re-installation of any sections that have failed after an approved survey by a qualified Allvan representative. This warranty is not valid if installation is performed outside of manufacturer specifications and recommended vinyl installation conditions. This warranty also does NOT cover vinyl wrap applied to areas other than painted surfaces and glass. Rubber, aluminum, raw metals, plastics, textured surfaces are NOT recommended for vinyl application and are common areas where adhesion fails. The customer is made aware that any post-installation damage to the wrap that are not because of the installation performed on the vehicle. Customer is made aware that any pre-existing damage that was identified and documented during the pre-inspection process as areas not able to support wrap vinyl adhesion are not covered under this one (1) year warranty. Customer is financially responsible for any charges to repair, replace, or reinstall the vinyl wrap in areas that have been damaged post-installation that are not covered by the warranty conditions listed above. In the event of the post-installation damage being covered by insurance, the customer is aware that Allvan will provide the insurance agency with a quote based on the vinyl area needing replacement and the labor required to perform the replacement. Customer is made aware the wrap vinyl that Allvan has used on my vehicle comes with a manufacturer warranty. The manufacturer's warranty will vary based on material used. If any issues arise, customer is to contact Allvan immediately to schedule an inspection to assess and document the vinyl issue for the purposes of assisting filing a claim with the manufacturer for vinyl replacement under the term period of the materials warranty. The customer understands that manufacturer warranty is only valid if customer properly maintains and performs the proper manufacturer recommended vinyl maintenance guidelines. The customer understands that they must give Allvan a chance to correct any concerns about the project upon pickup before requesting a refund, full or in part, from Allvan, customer's credit card company and/or bank.

**GRAPHICS CARE: VINYL & DIGITALLY PRINTED CURTAINSIDERS:**

- Wash whenever the truck appears dirty
- Use a wet, non-abrasive detergent and a soft, clean cloth or sponge.
- Rinse thoroughly with clean water.
- Spot clean any contaminants that get on the graphics.

Automatic Car Washes: Vinyl wraps may be run through car washes. Touch less car washes are the best for graphic care. Use of brush car washes may cause dulling/scratching/lifting edge of the graphics.

Pressure Washing: Although hand washing is the preferred cleaning method, pressure washing may be used under these conditions.

- Ensure the water pressure is kept below 2000 psi (14 MPa).
- Keep water temperature below 180 °F (80 °C).
- Use a spray nozzle with a 40-degree wide angle spray pattern.
- Keep the nozzle at least 1ft (300 mm) away from and perpendicular (90 degrees) to the graphic.

*\*Any printed graphic suggests limited exposure to direct sunlight by parking in a covered lot to prolong the life of the inks.\**

*\*3M does not recommend using wax or other similar coatings on vehicle graphics.\**