

## TERMS & CONDITIONS

Payment terms are net 30 days, unless otherwise arranged with Level prior to each order (job).

Square footage for the entire job will be re-figured upon conclusion of production. Level is not responsible for changes to square footage arising from inaccuracies in or changes to the blueprints, drawings, or dimensions supplied by the customer, or from inaccuracies or changes in the construction of the installation site. The square footage quoted may also change due to unanticipated and/or unrevealed areas that arise during the execution of this job. You will be billed for the actual square footage produced.

Overage is added to each job to allow for double-cutting the seams between panels and to allow for trimming around the normal irregularities found at wall edges. The standard double-cutting overlap between panels is 2". The standard trimming overage is 4" extra in height, and 4" extra in length (per wall segment as defined by Level designers).

Architectural blueprints (CAD ground plans and elevations) may be provided by the customer as reference for the dimensions of the job, provided that all dimensions for all areas that are to be covered by Level product are listed and legible. Level will not accept drawings that do not show these dimensions.

Updates to blueprints (should there be changes during the course of the job) must be provided to Level in a timely manner. Delays in receiving updated drawings may alter the quoted timeframe. Additional charges may also apply.

Any changes that deviate from the job as quoted will be treated as a change order and are subject to additional fees. A revised quote for the change order, including a revised timeframe if applicable, will be provided by Level at the time the request is made.

Field-verified measurements are strongly recommended. All Level products will be produced accurately to the dimensions provided. Level will not be responsible for any variations between the dimensions provided and those of the actual installation site.

Job quotes allow for one (1) round of minor revisions to any artwork or color initially submitted for approval by Level (excluding strike-offs), provided that the revisions are within the specifications of the original quote. Further revisions are subject to additional fees.

Complex jobs (as determined by Level) will require direct communication between Level and the wallcovering installer. Level will furnish detailed installation diagrams to the wallcovering installer and advise the appropriate sequence of panel installation, as needed. Level is not responsible for improper installation or for installation that deviates from the recommendations provided in the installation diagrams. Level designers may be available for on-site consultation at the request and expense of the customer and the discretion of Level. While on-site expenses will be quoted in advance, you will be billed for the actual expenses incurred during the on-site visit.

The standard lead time for design work with minor or no changes to existing art is seven (7) to ten (10) business days from receipt of customer purchase order. Larger or more complicated design work (as determined by Level) may require a longer lead-time and will be quoted on a case-by-case basis. The standard lead time for strike-offs is three (3) to five (5) business days from receipt of customer approval of design (or submittal of purchase order). Lead times for production are determined based on the total square footage of the job and will be quoted on a case-by-case basis.

Level normally retains all job files for a period of three to five years from date of origin. Printed goods (including strike-off standards) older than one year will be discarded.

If any portion of this job is required in a shorter timeframe than the lead times quoted above, the job is subject to a rush charge of 20% of the total cost of the job, provided that the timeframe can even be met by Level. The determination as to if the timeframe is achievable will be made by Level at the time of the rush request.

When requesting custom colors, please note: Due to differences in substrates, variances in lighting conditions (from the production room to the room approvals are viewed in to the installation space), and technological limitations associated with digital printing, "perfect color matching" is not necessarily achievable. Level color tolerances meet or exceed generally accepted digital print industry standards. The Level production staff will make every attempt to achieve the colors that you request as closely as possible within the current limitations of technology. Level inspects all side-to-side panel matches for each mural under specific color-correct lighting conditions (Daylight, 5000 degrees kelvin, D50 bulbs). The natural variation in the appearance of color under different lighting conditions can range from subtle to very noticeable, and Level cannot be held accountable for variance in job site lighting conditions.

#### WARRANTY

Level warrants its finished product to be free of defects in material and workmanship for a period of one year from date that finished product is received by customer, and will replace any material found to be defective. Please inspect all goods immediately upon receipt. Level is not responsible for labor charges, improper installation, installation of incorrect goods (those not approved or confirmed by the customer), removal of goods, or problems arising from defects in the construction, surface, or preparation of the wall.