



Wraptism – The Brand Hub

(The Adams Holdings Trust)



Terms & Conditions

Standard & General Terms and Conditions of general business and not least including for the Specifics in the Supply of Vehicle Wrapping & Branding Services. When doing business with us you will be bound by the terms set out below:

1. Introduction

Welcome to Wraptism - The Brand Hub ("Company", "we", "our", "us"). These Terms and Conditions ("Terms") govern your use of our website located at www.wraptism.com ("Website") and our products and services (collectively, "Services"). By accessing or using our Services, you agree to comply with and be bound by these Terms. If you do not agree with these Terms, please do not use our Services.

2. Definitions

Services: Refers to the products and services provided by Wraptism - The Brand Hub.

User: Any individual or entity accessing or using our Services.

Agreement: Refers to these Terms and Conditions.

3. Acceptance of Terms

By using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms, as well as our Privacy Policy.

4. Changes to Terms

We reserve the right to modify these Terms at any time. Any changes will be effective immediately upon posting on our Website. Your continued use of our Services after changes are posted constitutes your acceptance of the modified Terms.

5. User Obligations

Users agree to:

Provide accurate and complete information when creating an account or making a purchase.

Use our Services only for lawful purposes and in accordance with these Terms.

Not engage in any conduct that could damage, disable, or impair our Services.

6. Orders and Payments

Pricing: All prices are listed in Australian Dollars (AUD) and include Goods and Services Tax (GST) unless otherwise stated.

Payment Terms: Payments must be made at the time of purchase unless otherwise agreed upon.

Order Confirmation: Upon placing an order, you will receive an order confirmation via email. This confirmation does not signify our acceptance of your order; we reserve the right to accept or decline your order for any reason.

6A. Terms of Cancellation and Rescheduling

Cancellations must be made in writing (via email or written notice) and will be subject to the following conditions:

Design Stage – If cancellation occurs after design work has commenced but prior to print or production, the client will be invoiced for all design hours undertaken up to the cancellation date at the agreed hourly rate.

Production Stage – If cancellation occurs after materials have been ordered or printing/plotting has commenced, the client will be liable for all associated material and labour costs incurred, which may include restocking fees if applicable. Please note that materials are often ordered specifically for individual projects and cannot be reused.

Installation Stage – If cancellation occurs within 7 working days (10 working days is preferable) of the scheduled installation date, a cancellation fee of up to 50% of the total quoted amount may be charged to cover labour allocation, booking displacement, and scheduling disruption to other clients.

No-shows or same-day cancellations on the installation date may be charged up to 100% of the quoted job value, due to resource and time commitment.

All deposits are non-refundable unless otherwise agreed in writing. Deposits are essential for covering early-stage design, preparation, and for reserving production and installation timeslots.

Cancellations due to unforeseen client-side events (e.g. vehicle changes, business pivot, or lack of availability) will still incur applicable charges as outlined above.

Rescheduling Requirements – Clients must provide a minimum of 7 working days (10 working days is preferable) full business days' notice if they need to reschedule an installation appointment. Failure to do so may incur charges in line with the cancellation policy above. Wraptism will always aim to accommodate rescheduling requests where possible, but cannot guarantee immediate rebooking due to existing workflow commitments and limited workshop capacity.

Wraptism reserves the right to cancel or reschedule any job due to weather, equipment failure, staff illness, or other unforeseen circumstances. In such cases, all terms as per above will apply.

Side Note: - Late rescheduling or cancellations directly impact our scheduling, staff planning, and resource allocation. When insufficient notice is given, it may not be possible to bring forward or replace a job at short notice. This leaves our team without productive work during that allocated time while overhead and labour costs still accrue. These disruptions are not only costly but place undue pressure on our production schedule, affect other clients' timelines, and compromise our ability to deliver a high standard of service across all projects.

We kindly ask all clients to consider these operational realities when requesting changes, as fairness to all customers and the efficiency of our schedule rely on adequate notice and cooperation.

These terms are compliant with consumer rights and fair trading laws in Australia and are intended to ensure fairness, transparency, and operational efficiency for all parties involved.

7. Delivery of Services

Physical Products: Delivery times are estimates and may vary. We are not liable for delays caused by third-party carriers.

Digital Products: Digital products will be delivered electronically to the email address provided at the time of purchase.

8. Returns and Refunds

Physical Products: Returns are accepted within [number] days of delivery, provided the product is unused and in its original packaging. Return shipping costs are the responsibility of the customer unless the product is defective.

Digital Products: Due to the nature of digital products, refunds are not typically provided. However, if you experience any issues, please contact us at [contact email] to discuss your concerns.

9. Warranties and Disclaimers

Consumer Guarantees: Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

Disclaimer: Except as required by law, our Services are provided "as is" without any express or implied warranties.

10. Limitation of Liability

To the extent permitted by law, Wraptism will not be liable for any indirect, incidental, or consequential damages. Our total liability is limited to the amount paid by you for the product or service in question.

11. Intellectual Property

All content on our Website is the property of Wraptism - The Brand Hub or its suppliers and is protected by copyright and

trademark law.

12. Confidentiality

Please refer to our Privacy Policy. You agree not to disclose any confidential information obtained from us without prior written consent.

13. Termination of Services

We reserve the right to terminate or suspend your access to our Services if:

You breach these Terms.
We suspect fraudulent or illegal activity.
We discontinue any part of our Services.

Termination does not relieve you of any outstanding payment obligations.

14. Force Majeure

We are not liable for delays or failure in performance due to events beyond our control, such as natural disasters, war, or supply chain issues.

15. Indemnification

You agree to indemnify and hold harmless Wraptism, its directors, employees, and affiliates from any claims arising from your use of the Services.

16. Third-Party Links and Services

We are not responsible for third-party content or services linked through our platform. Use them at your own risk.

17. Governing Law and Dispute Resolution

These Terms are governed by the laws of QLD & NSW, Australia. Disputes will first be subject to negotiation, then mediation or arbitration if unresolved.

18. Severability

If any provision is deemed unenforceable, the remaining provisions will remain in effect.

19. No Waiver

Failure to enforce any part of these Terms does not constitute a waiver of our rights.
These terms and conditions are meant to be fair and set out a standard of work ethic and respect for all parties included.

20. Contact Information

Wraptism - The Brand Hub

(The Adams Holdings Trust)

10/9 Greg Chappell Drive, Burleigh Heads, QLD. 4220

Email: info@wraptism.com.au

Phone: 0449 595 542

By using our Services and making payment to us, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.