

### **Congratulations**

You're about to have your bike refinished by Airglow! You'll join hundreds of happy clients who have had their bikes painted by us since 1994. You'll also enjoy a quality of products and services unmatched anywhere else. But before we begin, we need to outline our painting process and get your permission to start.

This document outlines the process of painting a bicycle frame, fork and/or parts with Airglow Bicycle Painting, Inc. The frame or parts (referred to here as the "items") are property of you, the Client.

### **The Painting Process**

- **Estimate and Retainer**

After our initial discussions, Airglow will issue an estimate, via email, for the overall cost of painting services. The estimate represents our best guess, but cannot be entirely accurate until we have assessed the items in our shop. At this point, we will request a retainer fee, which will be applied to the overall cost of the paint service.

- **Start of Service**

In order to begin work, Airglow must receive (1) the items to be painted, (2) payment of the entire retainer fee and (3) a signed Service Agreement.

- **Quote**

After Airglow receives the items, check and Service Agreement, we'll assess and document the items. We'll also review the paint requests with you and settle on a paint scheme, which includes colors, decals and all other requests for painting. At this point, Airglow will issue a quote. This quote details all elements to be painted or modified and establishes the final cost. While we make every effort to present an accurate and honest quote, we reserve the right to modify the quote at any point in the painting process.

Quote changes can result from any number of unforeseen conditions, such as pre-existing frame damage, oxidization, availability or reproduction of decals or any other elements undiscovered in prior conversation. You will be notified immediately in the event of a quote change.

### **Quote Acceptance**

After you, the client, have reviewed and accepted our quote, we are authorized to proceed with the refinishing process.

- **Change Orders**

After quote acceptance, any requests by the client for changes to the painting process are regarded as change orders. Change orders include requests to change the color, scheme, decals or any other element of the agreed upon paint request. All change orders will incur a fee from Airglow, beginning at \$40, and varying based upon the amount of time required to accommodate the request.

- **Schedule**

We make every effort to accommodate schedule requests by our clients. However, many variables influence the painting process including our workload, availability of decals and changes in weather. Our years of experience tell us that rushing a paint job is a recipe for disaster, and as a result, we cannot accommodate deadlines or requests to speed up return time.

- **Completion**

When the items have been completely refinished, we'll notify you. Payment for the remainder of overall cost is due at this time. Upon receipt of the final payment, Airglow will package and ship the finished items.

### **Don't forget:**

Airglow is not responsible for any mishaps or errors before, during or after the refinishing process due to others. This includes loss, damage, theft or other events that occur during shipping to or from our shop. It also includes any errors or damages incurred upon unpacking or re-assembly of the finished items, so take care of your newly painted bike!

By signing below, you acknowledge that you have read and agree to the above terms. You also grant permission to Airglow Bicycle Painting, Inc., to begin painting services as outlined above.

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Signature

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Date