Questions to ask any wrap shop

Print it off so you remember to ask. Keep the answers with the written quote.

Transit fleet configuration matrix

Shop: _____ Date: _____ Quote ref: _____

- ☐ **1.** What exactly is included in the written quote: artwork, preparation, removal, materials, installation, travel and taxes?
- ☐ **2.** Which exact surfaces are covered, and which are excluded: roof, bumpers, trim, door jambs, rear panels and edges?
- ☐ **3.** What are the exact film and laminate product names, and can you supply their current manufacturer documentation?
- ☐ **4.** Who will design, print and install this project? Which work is done by your staff and which is subcontracted?
- ☐ **5.** Can you show comparable completed commercial vehicles and explain the work your team actually performed?
- ☐ **6.** How will you confirm the actual vehicle configuration, dimensions, doors, equipment and existing surface condition?
- ☐ **7.** How will prior paint repairs, damage or old graphics be assessed and documented before work starts?
- ☐ **8.** What artwork, fonts, logos and vehicle photos do you need, and what preparation or revision fees may apply?

Notes / follow-up:

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Shop: _____ Date: _____ Quote ref: _____

- ☐ **9.** How will I review body-specific proofs and printed color before approving production?
- ☐ **10.** What vehicle availability, preparation, installation and pickup schedule can you confirm for this particular project?
- ☐ **11.** How are the vehicles stored, secured, handled and insured while in your care? What documentation can I review?
- ☐ **12.** How will additional work or a scope change be priced and approved before it is performed?
- ☐ **13.** What are the deposit, payment, cancellation and rescheduling terms?
- ☐ **14.** What manufacturer and workmanship warranties apply, what are their exclusions, and how is a claim handled?
- ☐ **15.** What exact care instructions, inspection record, artwork versions and material information will we receive at handoff?
- ☐ **16.** How are damaged panels, future vehicle additions and eventual removal handled, including possible color differences as graphics age?
- ☐ **17.** Which recorded configurations can be reviewed as one group?
- ☐ **18.** Which differences or unknowns require separate body-specific proofs?
- ☐ **19.** How will you confirm that matching records also match the actual vehicles?

Notes / follow-up: