

Terms of Service

Waco Wall Printing LLC • Effective Date: June 4, 2026

1. Agreement to Terms

These Terms of Service ('Terms') constitute a legally binding agreement between you ('Client') and Waco Wall Printing LLC, a Texas limited liability company ('Company,' 'we,' 'us,' or 'our'), located at 1325 South Valley Mills Road, Waco, TX 76711. By requesting a quote, signing a project agreement, or authorizing work to commence, you agree to be bound by these Terms.

If you do not agree to these Terms, do not engage our services.

2. Services Provided

Waco Wall Printing LLC provides direct-to-wall and surface printing services, graphic design, UV coating, substrate printing, and related creative services (collectively, 'Services'). All Services are performed on-site at the Client's location or at a location designated by the Client.

We do not sell physical products. All work is custom and performed as a service. The specific scope of Services for each project will be outlined in a written project agreement or quote accepted by the Client.

3. Quotes, Estimates, and Project Agreements

All pricing is based on square footage, design complexity, surface type, and travel requirements. Quotes are valid for thirty (30) days from the date issued unless otherwise stated.

A minimum project amount of five hundred dollars (\$500.00) applies to all engagements. Hourly rates for graphic design and fine art services are one hundred fifty dollars (\$150.00) per hour.

A signed project agreement or written authorization (including email confirmation) is required before work begins. Verbal agreements alone do not constitute authorization to proceed.

4. Payment Terms

Unless otherwise agreed in writing, a deposit of fifty percent (50%) of the total project cost is due prior to scheduling. The remaining balance is due upon completion of the project before our team leaves the job site.

We accept payment by check, cash, and major credit cards processed through our payment portal. All prices are in U.S. dollars.

Invoices unpaid beyond ten (10) days of the due date may be subject to a late fee of one and one-half percent (1.5%) per month on the outstanding balance. Client agrees to pay all costs of collection, including reasonable attorney fees, if payment is not made when due.

5. Client Responsibilities

Client is responsible for ensuring the surface to be printed is properly prepared prior to our arrival — clean, smooth, dry, and free of peeling paint, loose material, or contamination. Failure to prepare the surface may result in rescheduling, additional fees, or substandard results for which the Company is not liable.

Client is responsible for obtaining any required permits, landlord approvals, HOA consents, or other authorizations necessary for the work to proceed. The Company is not responsible for fines, penalties, or project reversal costs arising from Client's failure to obtain necessary approvals.

Client must ensure safe, unobstructed access to the print area on the scheduled date. If access is denied or the site is not ready at the scheduled time, a trip fee of one hundred fifty dollars (\$150.00) may be charged.

6. Design and Artwork

Client warrants that any artwork, images, logos, or designs provided to the Company for use in a project are owned by the Client or that the Client has obtained all necessary rights and licenses to use such materials. The Company is not responsible for copyright infringement arising from Client-supplied artwork.

The Company retains the right to photograph completed projects and use such photographs for portfolio, marketing, and promotional purposes unless the Client requests otherwise in writing prior to project completion.

Custom designs created by the Company remain the intellectual property of the Company until final payment is received in full, at which point ownership transfers to the Client for the specific use agreed upon.

7. Scheduling and Cancellations

Project dates are scheduled after receipt of the required deposit. We will make reasonable efforts to accommodate your preferred timeline but do not guarantee specific completion dates.

Cancellations made more than seventy-two (72) hours before the scheduled project date will receive a full refund of any deposit paid. Cancellations made within seventy-two (72) hours of the scheduled date may forfeit the deposit. See our Cancellation Policy for full details.

8. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY TEXAS LAW, THE COMPANY'S TOTAL LIABILITY TO CLIENT FOR ANY CLAIM ARISING OUT OF OR RELATED TO THESE TERMS OR THE SERVICES SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY CLIENT FOR THE SPECIFIC PROJECT GIVING RISE TO THE CLAIM.

THE COMPANY SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS OR LOSS OF USE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

The Company is not liable for damage to surfaces that are improperly prepared, previously damaged, unstable, or otherwise unsuitable for printing when such condition was not disclosed prior to the site survey.

9. Warranty

The Company warrants that Services will be performed in a professional and workmanlike manner consistent with industry standards. UV-protected outdoor prints are warranted against fading for twelve (12) months under normal conditions. Standard indoor prints carry a ninety (90) day workmanship warranty.

This warranty does not cover damage caused by improper surface preparation by the Client, physical damage, flooding, fire, mold, or conditions beyond the Company's control.

Warranty claims must be submitted in writing to brian@wacowallprinting.com within the applicable warranty period. The Company's sole obligation under warranty is to re-print or repair the affected area at no charge.

10. Dispute Resolution and Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law provisions.

In the event of a dispute, the parties agree to first attempt resolution through good-faith negotiation. If negotiation fails, disputes shall be resolved by binding arbitration under the rules of the American Arbitration Association, with proceedings conducted in McLennan County, Texas.

Nothing in this section prevents either party from seeking injunctive or other equitable relief in a court of competent jurisdiction in McLennan County, Texas.

11. Indemnification

Client agrees to indemnify, defend, and hold harmless the Company, its owner, agents, and contractors from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorney fees) arising out of or in connection with Client's breach of these Terms, Client-supplied artwork or content, or Client's failure to obtain required permits or approvals.

12. Force Majeure

The Company shall not be in breach of these Terms for any failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to acts of God, severe weather, supply chain disruptions, illness, or government orders.

13. Modifications

The Company reserves the right to update these Terms at any time. The current version will be posted at wacowallprinting.com. Continued engagement of our Services after any update constitutes acceptance of the revised Terms.

14. Contact

Waco Wall Printing LLC
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Email: brian@wacowallprinting.com
Website: wacowallprinting.com