



Customer Policy & Warranty Guide

Terms of Sale • Warranty • Returns • Installation • Product Information

Version 1.0

This document summarizes customer policies, warranty coverage, installation responsibilities, product expectations, and service standards for Teck Designs LLC.

Teck Designs LLC

Florida, USA

www.teckdesignscaps.com

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Document Control

This Business Policy Manual is intended to communicate Teck Designs LLC's terms of sale, service policies, limited warranty coverage, product care expectations, and customer responsibilities. It is written for customer reference and should be reviewed by qualified Florida legal counsel before being treated as a final legal agreement.

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Revision History

Version	Date	Description
1.0	July 2026	Initial structured release of Terms of Sale, Service Policies, Limited Warranty, and Product Information.

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1. Introduction and Company Standards

Teck Designs LLC designs, manufactures, and provides specialty automotive products and services for enthusiasts who care about details, fitment, and long-term serviceability. The company offers floating center cap conversion kits, vehicle wraps, vinyl graphics, custom 3D printed products, laser engraving, wheel rebuilding, wheel refinishing, polishing, and related automotive customization services.

Nearly everything offered by Teck Designs is custom-built, made to order, or completed specifically for the customer's application. Because of this, customer communication, accurate information, proper approvals, fitment verification, and realistic expectations are essential parts of the process.

CUSTOM WORK NOTICE

Custom work begins once materials, production time, design work, or manufacturing effort has been committed. At that point, orders generally cannot be canceled, modified, or refunded.

Core Standards

- Products should look right, fit correctly, and function as intended for their application.
- Every order should receive the same level of care, whether it is a single decal or a full custom project.
- Customers should receive clear expectations before production begins.
- Safety, fitment, and quality standards take priority over rushing a project.
- Teck Designs reserves the right to refuse work that cannot be completed safely or to the company's quality standards.

2. General Business and Shop Policies

Appointments and Work Area

All shop visits are by appointment only. Teck Designs does not operate as an open waiting-room retail shop. To maintain a safe and efficient work environment, customers are not permitted inside production or work areas unless specifically invited by Teck Designs.

Quotes and Estimates

Quotes and estimates are based on the information available at the time they are provided. Pricing may change if the project scope changes, if additional material or labor is required, if hidden damage is discovered, or if the customer requests changes after the original quote.

Right to Refuse Service

Teck Designs reserves the right to refuse any order, service, or installation that cannot be completed safely, legally, or to the company's quality standards. This may include unsafe vehicles, structurally damaged wheels, failing paint, questionable materials, unauthorized artwork, incompatible applications, or requests that may compromise product quality or customer safety.

3. Ordering, Deposits, Production Times, and Approvals

Deposits and Payments

Deposits reserve materials, production time, design time, and labor. Deposits are non-refundable once production has begun or materials have been ordered for the customer's project. Accepted payment options may vary by invoice, website checkout, or project type.

Production Time

Because every order is custom, production times vary depending on the product, current workload, complexity, material availability, and level of customization. Most custom orders are completed within 1-2 weeks. Floating center cap conversion kits are built to order and typically require 1-2 weeks before shipping. Larger projects, specialty materials, customer delays, or complex fitment work may require additional time.

Rush Requests

Rush requests may be accepted when workload and material availability allow, but rush completion is never guaranteed unless confirmed in writing. Customer deadlines should be communicated before ordering.

Customer Approval

Customers are responsible for reviewing and approving artwork, spelling, measurements, colors, layout, fitment, specifications, proofs, and order details before production begins. Teck Designs is not responsible for customer-approved errors or errors caused by incorrect information supplied by the customer.

APPROVAL RESPONSIBILITY

Approval of a proof, measurement, fitment detail, color, or design confirms that the customer accepts those details for production.

4. Products and Services

Teck Designs offers both physical products and custom services. Some items are manufactured in-house, some involve installation services, and others require customer-supplied vehicle or wheel information to confirm fitment. The customer is responsible for ensuring that all supplied information is complete and accurate.

Category	Examples	Customer Responsibility
Floating center cap systems	Conversion kits, floating discs, mounting caps, replacement parts	Provide cap photos, wheel photos, vehicle information, and clearance information when requested.
Vehicle wraps and vinyl graphics	Full/partial wraps, decals, lettering, graphics	Approve artwork, colors, placement, dimensions, and paint condition risks.
Wheel services	Rebuilding, polishing, refinishing, restoration	Confirm specs, sizing, offsets, and disclose known damage or previous repairs.
3D printing and laser engraving	Custom parts, small batch parts, engraved items	Approve dimensions, material expectations, spelling, artwork, and intended use.

5. Floating Center Cap Systems

Teck Designs floating center cap conversion kits are custom-built systems designed to convert compatible center caps into a floating center cap setup. The kits are intended to preserve the original cap appearance whenever possible while allowing the center emblem or floating disc assembly to remain visually level as the wheel rotates.

Modular Design Philosophy

The Teck Designs system is built around serviceability and modularity. Unlike permanently bonded systems, individual components may be replaced, serviced, or updated as designs improve. Depending on the cap style and application, the system may include a mounting cap, bearing assembly, floating disc, counterweight system, alignment tooling, adhesive, or other application-specific hardware.

OEM Emblem Reuse

Many kits are designed to reuse the customer's original OEM or aftermarket center cap emblem when possible. This helps maintain the original look of the wheel while adding floating functionality. Customers are responsible for safely removing and installing OEM components unless installation is performed by Teck Designs. Damage to customer-removed OEM parts is not covered by warranty.

Fitment Variables

Fitment varies by wheel design, center cap style, axle nut depth, grease cap protrusion, hub height, wheel spacer use, suspension setup, vehicle drivetrain, and other modifications. Teck Designs may request photos of the front of the cap, rear of the cap, wheel center, axle/hub area, and vehicle application before production.

Variable	Why it matters
Center cap style	Different caps require different mounting approaches and available internal space.
Axle or hub protrusion	A protruding axle nut or grease cap may interfere with the floating system.
Wheel depth	Insufficient clearance behind the center cap may prevent free rotation.
Drivetrain	FWD, RWD, and AWD setups may require different clearance checks.
Vehicle modifications	Spacers, hub-centric rings, brake changes, or suspension changes may affect fitment.

FITMENT NOTICE

Compatibility cannot be guaranteed without proper verification. If requested photos or measurements are not provided, the customer assumes responsibility for fitment issues.

Floating Center Cap Components and Care

Bearings

Floating center cap kits use precision bearing components designed to rotate smoothly. Bearings should not be forced, disassembled, modified, contaminated, or lubricated unless specifically instructed by Teck Designs. Improper handling may reduce performance or damage the assembly.

Counterweights and Balance

Floating center cap systems rely on controlled weighting and balance to allow the emblem or floating disc to remain level. Counterweights and their positions are intentional. Removing, relocating, modifying, or replacing weights with non-Teck Designs components may affect performance and void warranty coverage.

Adhesives and VHB

Some kit components use automotive-grade VHB adhesive. Customers must dry-fit components and confirm alignment before removing adhesive backing. Once adhesive is applied, it usually cannot be repositioned without reducing bond strength. Replacement adhesive may be available separately.

Replacement Parts and Swappable Components

Teck Designs floating cap systems are designed to support replaceable parts when applicable. Customers should only use genuine Teck Designs replacement components. Mixing third-party parts, modified assemblies, or non-approved adhesives may affect safety, fitment, and performance.

Warranty Void Conditions - Floating Caps

- Drilling, trimming, cutting, painting, gluing, or modifying Teck Designs components without written approval.
- Disassembling bearing assemblies or forcing bearing components.
- Removing or relocating counterweights without instruction.
- Using third-party replacement parts or hardware not approved by Teck Designs.
- Installing the product on an incompatible wheel, cap, or vehicle application.
- Racing, impacts, off-road abuse, road debris damage, improper maintenance, or misuse.

6. Vehicle Wraps and Vinyl Graphics

Teck Designs has always offered vinyl graphics and vehicle wrap services. The company uses premium automotive-grade materials from Oracal®, 3M™, and other industry-leading wrap manufacturers when appropriate for the project. Material selection is based on quality, intended use, finish, availability, and customer goals.

Standard and Specialty Materials

Standard vinyl graphics and wraps installed using recommended materials include a limited one-year warranty against peeling caused by material or installation failure under normal use. Specialty materials - including chrome, printed films, color-shift, textured finishes, special-order colors, and off-catalog patterns - include a limited six-month warranty unless otherwise stated in writing. These materials may have different durability characteristics and may not be available for exact replacement later.

Vinyl / Wrap Type	Warranty	Notes
Standard Oracal / 3M / approved premium films	1 year	Peeling caused by material or installation failure under normal use.
Specialty films, chrome, color-shift, printed, textured, special-order colors	6 months	Durability and future availability may vary. Exact replacement cannot be guaranteed.
Customer-supplied full wrap material	Not accepted	Teck Designs does not install customer-provided material for full vehicle wraps.
Customer-supplied decal material	No material warranty	May be accepted for smaller decal projects at Teck Designs' discretion only.

Customer-Supplied Vinyl

Teck Designs does not install customer-supplied vinyl or wrap material for full vehicle wraps. Customer-supplied vinyl may be accepted for smaller decal projects at Teck Designs' sole discretion based on the material manufacturer, age, storage condition, remaining service life, and suitability for the intended use. Acceptance of customer-supplied material does not create any warranty on the material or final installation.

Color Matching and Availability

Exact color matching cannot be guaranteed. Differences may occur between digital displays, printed proofs, lighting conditions, vinyl manufacturers, production batches, finishes, and material age. Some vinyl colors, finishes, and specialty patterns may be discontinued without notice by the manufacturer.

Vehicle Paint, Wrap Installation, and Wrap Care

Paint Condition Disclaimer

Vehicle paint condition is the responsibility of the vehicle owner. Teck Designs is not responsible for paint lifting, clear coat failure, previous body repairs, repaint issues, body filler, failing primer, rust, oxidation, or underlying paint defects that become visible during vinyl installation, removal, or repositioning. Fresh paint, poor body work, and failing clear coat carry additional risk.

Surface Preparation and Existing Coatings

Wax, ceramic coatings, silicone, grease, dirt, paint protection film residue, adhesive residue, and other surface contaminants may affect vinyl adhesion. Customers should disclose recent paintwork, coatings, repairs, or prior vinyl installation before work begins. Additional cleaning, prep, or removal may increase cost.

Care Guidelines

- Hand washing is recommended whenever possible.
- Avoid automatic brush car washes, harsh chemicals, strong solvents, and abrasive cleaners.
- Do not pressure wash too closely to vinyl edges or seams.
- Avoid directing high-pressure water at lifted edges, seams, overlays, or emblem areas.
- Do not use wheel acid, brake cleaner, adhesive remover, or strong degreasers on vinyl graphics unless the product is approved for vinyl.
- Extreme heat, long-term UV exposure, and improper care may reduce vinyl life.

Vinyl Warranty Exclusions

- Improper care, pressure washing too closely, chemical exposure, accidents, impacts, or physical abuse.
- Customer-installed graphics or customer-supplied material.
- Normal wear, rock chips, scratches, lifting caused by damaged paint, or removal damage.
- Paint or clear coat failure beneath the vinyl.
- Exact replacement of discontinued or unavailable specialty materials.

7. Wheel Restoration, Rebuilding, Polishing, and Refinishing

Wheel restoration and refinishing are cosmetic and mechanical services that depend heavily on the condition of the wheel before work begins. Teck Designs will inspect wheels and discuss limitations, required repairs, and realistic expectations before proceeding.

Structural Condition

All wheels and components must be structurally sound before cosmetic work or rebuilding. Cracks, severe bends, damaged bolt holes, unsafe previous repairs, corrosion, missing hardware, and compromised wheel components may prevent service or require additional repair before work can continue.

Curb Rash, Pitting, and Corrosion

Severe curb rash, gouges, corrosion, pitting, deep scratches, and previous repairs may remain visible after polishing or refinishing unless additional repair work is recommended and approved after inspection. Teck Designs will not guarantee removal of severe damage unless we inspect the wheel and confirm in writing that the requested repair is achievable.

Polishing Expectations

Metal polishing can dramatically improve appearance, but it cannot make every damaged wheel perfect. Castings, metal quality, previous sanding, corrosion depth, and existing damage may affect the final finish. Mirror finishes require proper wheel condition and may require additional labor.

Customer Responsibility

- Confirm wheel specifications, sizing, offsets, lip/barrel configuration, and fitment before approving work.
- Disclose known cracks, bends, prior repairs, leaks, or corrosion.
- Understand that hidden damage may be discovered after disassembly, cleaning, or refinishing begins.
- Approve any additional repair work before it is performed.

8. 3D Printing and Laser Engraving

3D Printed Products

3D printed parts are manufactured for their intended applications using selected materials and print settings. Customers should understand that additive manufacturing may produce normal cosmetic characteristics, including layer lines, minor texture, slight color variation, support marks, and small tolerance differences. These characteristics do not necessarily indicate a defect.

Automotive Use

Automotive environments expose parts to heat, UV, vibration, moisture, chemicals, and impacts. Teck Designs selects materials based on intended use when possible, but performance depends on installation, environment, maintenance, and the customer's application. Parts should not be used outside their intended purpose.

Laser Engraving

Laser engraving results depend on the base material, coating, anodizing, color, surface finish, and artwork quality. Customers are responsible for approving spelling, artwork, sizing, placement, and design details before engraving begins. Approved spelling or design errors are not covered under warranty.

Tolerances and Prototypes

Custom prototypes, one-off parts, and experimental designs may require testing and refinement. Unless otherwise agreed in writing, prototype work does not guarantee production-level durability, cosmetic finish, or long-term performance.

9. Safety, Installation, and Product Maintenance

Customers are responsible for reading all current installation guides, safety notes, product documentation, and warranty information before installation or use. Failure to follow instructions may result in product damage, vehicle damage, personal injury, or loss of warranty coverage.

Topic	Requirement
Eye protection	Wear appropriate eye protection when removing emblems, prying components, cutting material, or working with small hardware.
Small parts	Keep bearings, clips, screws, discs, weights, printed parts, and other small components away from children and pets. Small parts may present a choking hazard.
Dry fitment	Verify fitment before applying VHB adhesive, installing caps, or permanently mounting components.
No forcing	Do not force components into place. Tight-tolerance parts should be installed carefully and aligned correctly.
Inspection	Periodically inspect installed products for secure fitment, excessive wear, impact damage, or abnormal operation.
Maintenance	Remove damaged or questionable components from service until inspected or replaced.

SAFETY NOTICE

If a product appears damaged, incorrect, loose, cracked, excessively worn, or improperly installed, stop using it and contact Teck Designs before continuing use.

10. Limited Warranty Coverage

Warranty coverage is limited and applies only to eligible defects under normal use. Warranty coverage does not cover misuse, improper installation, accidents, customer error, unauthorized modifications, normal wear, third-party components, or conditions outside Teck Designs' control.

Product / Service	Coverage Term	Coverage Summary
Floating center cap conversion kits	1 year	Manufacturing defects in Teck Designs components under normal use.
Standard vinyl graphics and wraps	1 year	Peeling caused by material or installation failure under normal use.
Specialty vinyl / printed / chrome / color-shift / textured films	6 months	Limited warranty due to different durability and potential future unavailability.
Customer-supplied vinyl material	No warranty	Accepted only for select decal projects at Teck Designs' discretion.
3D printed products	Case-by-case	Manufacturing defects only; performance depends on application and installation.
Laser engraving	Case-by-case	Production defects only; approved spelling/artwork issues are excluded.
Wheel work	Case-by-case	Workmanship-related issues only; pre-existing damage and hidden defects are excluded.

Warranty Claim Procedure

- Contact Teck Designs within a reasonable time after discovering the issue.
- Provide proof of purchase, order information, clear photos, and a description of the problem.
- Do not attempt unauthorized repairs or modifications before Teck Designs reviews the issue.
- Additional inspection or return of the product may be required before approval.
- Approved warranty claims may be resolved by repair, replacement, replacement components, or another reasonable solution at Teck Designs' discretion.
- Replacement parts do not restart or extend the original warranty period.

Warranty Exclusions and Void Conditions

The following exclusions apply broadly unless otherwise stated in writing. Warranty coverage is limited to the original product or service and does not include labor, installation, removal, shipping, vehicle damage, loss of use, towing, rental vehicles, lost profits, or related expenses.

- Improper installation, misuse, neglect, abuse, accidents, impacts, racing, competition use, or off-road abuse.
- Chemical exposure, excessive heat, UV damage beyond normal expectations, pressure washing damage, or harsh cleaning products.
- Unauthorized disassembly, drilling, trimming, gluing, painting, modification, repair, or alteration.
- Normal wear and tear, cosmetic aging, scratches, chips, fading outside covered conditions, or damage during removal.
- Use with incompatible vehicles, wheels, caps, materials, or third-party components.
- Customer-supplied materials, unless otherwise agreed in writing.
- Failure to follow current installation guides, product documentation, or safety instructions.

Inspection Upon Delivery

Customers should inspect all products upon delivery before installation. If any components appear damaged, missing, or incorrect, contact Teck Designs before installation. Installing, modifying, or using a product may constitute acceptance of its condition.

11. Returns, Shipping, and Order Issues

Returns

Return requests must be made within thirty (30) days of delivery. Because most products are custom-made or built to order, custom products, personalized items, installed products, modified products, used products, and customer-approved custom work are generally not eligible for return unless covered under warranty.

Shipping

Shipping estimates are provided by the carrier and are not guaranteed. Teck Designs is not responsible for carrier delays, weather-related delays, incorrect shipping information provided by the customer, or lost or stolen packages after confirmed delivery. Lost or damaged packages may require a carrier claim.

Address and Delivery Responsibility

Customers are responsible for providing accurate shipping information. If an order is returned due to an incorrect address, failed delivery, or customer error, additional shipping costs may apply.

Customer Abandonment and Storage

Projects, wheels, parts, or vehicles left with Teck Designs after completion must be picked up within the agreed timeframe. Storage fees may apply if items are not picked up after reasonable notice. Abandoned property may be handled according to applicable law.

12. Intellectual Property, Media Release, and Privacy

Customer-Supplied Artwork

By submitting logos, trademarks, artwork, text, or designs, the customer confirms they have the legal right or permission to use the provided material. Teck Designs does not independently verify ownership and assumes no liability for unauthorized use of customer-provided intellectual property.

Proofs and Recreated Artwork

Artwork recreation, cleanup, vector conversion, or design preparation may be charged separately. Once approved, the customer is responsible for the approved design, spelling, layout, and content.

Photo and Media Release

Unless requested otherwise in writing before completion, Teck Designs LLC may photograph or record completed projects, products, vehicles, wheels, and installations for use on its website, social media pages, portfolio, marketing materials, product listings, and promotional content. Teck Designs will not intentionally publish sensitive personal customer information without permission.

Privacy

Customer contact information, order details, and project information are used for communication, order fulfillment, service, warranty support, and business records. Teck Designs does not sell customer personal information.

13. Limitations, Legal Terms, and Miscellaneous Policies

Limitation of Liability

To the fullest extent permitted by Florida law, Teck Designs LLC's liability is limited to the original purchase price of the product or service provided. Teck Designs LLC shall not be liable for indirect, incidental, consequential, special, or punitive damages, including but not limited to vehicle damage, labor, removal, installation, towing, loss of use, lost profits, shipping expenses, rental costs, or other related expenses.

Force Majeure

Teck Designs is not responsible for delays or failure to perform caused by circumstances beyond its reasonable control, including hurricanes, severe weather, natural disasters, supplier delays, material shortages, shipping carrier delays, power outages, equipment failure, governmental actions, labor shortages, or other unforeseen events.

Product Improvements

Teck Designs continuously improves and refines its products. Product designs, materials, colors, specifications, tolerances, hardware, manufacturing methods, and packaging may change without notice. Products received may differ slightly from photographs, illustrations, prototypes, or previous versions while maintaining the same intended function and compatibility.

Governing Law

These policies are intended to be governed by the laws of the State of Florida, without regard to conflict of law principles.

Updates to Terms

Teck Designs LLC reserves the right to update this manual, policies, terms, warranties, and support documentation at any time without prior notice. The version published by Teck Designs at the time of purchase or service may govern the transaction unless otherwise required by law.

14. Support Center and Contact Information

The latest installation guides, safety information, product manuals, warranty information, and business policies should be referenced before installing or using any Teck Designs product. Customers are encouraged to use the Teck Designs Support Center for current documents and product information.

When to Contact Teck Designs

- Before ordering, if you are unsure whether a product fits your vehicle, wheels, or application.
- Before installation, if any components appear damaged, incorrect, missing, or unclear.
- Before modifying, trimming, drilling, gluing, painting, or altering any product.
- Before using customer-supplied vinyl or requesting specialty material.
- Before a deadline-sensitive order, rush request, wrap project, or wheel restoration project.
- For warranty claims, replacement parts, updated guides, or product support.

Support Item	Where to Find It
Installation manuals	Teck Designs Support Center
Kit component guides	Teck Designs Support Center
Warranty and policies	Teck Designs website and PDF manual
Order support	Contact Teck Designs through official website or listed contact methods
Warranty claims	Submit proof of purchase, photos, and issue description

THANK YOU

Thank you for supporting Teck Designs LLC. Our goal is to build products and complete projects we would be proud to use on our own vehicles.