

**How can I contact CheetahWrap?**

Please email us at sales.service@cheetahwrap.com. We will respond during business hours, Monday–Friday 8:00 AM–3:30 PM CST.

When will I receive my order?

If you place an order before 3:30 PM, Monday–Friday local time (holidays excluded), your order will ship the same day from the closest warehouses and will arrive within 3 business days via UPS Ground in most cases. We also offer additional shipping methods at checkout. If we are out of stock or cannot ship on time, we will contact you via email during business hours (M–F 8:00 AM–3:30 PM).

To prevent theft, it is important to track and secure your package immediately after UPS delivery. CheetahWrap is not responsible for the package after UPS delivery. If package theft is a concern, you have the option to ship your CheetahWrap order to a UPS store or other participating UPS partner locations for “hold for will call”. To avoid order delays, please include the correct UPS location address information before submitting the order. This change cannot be made once we receive your order. Use this locator to find your closest UPS location: [UPS Store Location Finder](#). Note: CheetahWrap is not responsible for address changes.

Can my order be picked up at a CheetahWrap warehouse?

No, we do not offer pickup service currently. Our system is designed for shipping only and we offer it for free.

Can an order be cancelled or exchanged?

Please email our customer service team at sales.service@cheetahwrap.com for all cancelations or exchanges.

Do you sell or ship internationally?

Currently CheetahWrap is sold and shipped within the United States only. All orders must be paid with a U.S.-based credit card with a U.S. address and telephone number. All orders must ship to a U.S. address within one of the 50 states or Puerto Rico. The only U.S. territory we sell to currently is Puerto Rico.

What should I do if my shipment has not arrived or if there is freight damage?

You can track your shipment from the tracking number(s) we provide in the email sent to you after we have shipped the order. If there is trouble with your shipment or you have freight damage, please email us your information at sales.service@cheetahwrap.com. To prevent theft, it is important to track and secure your package(s) immediately after UPS delivery. CheetahWrap is not liable for damage or theft after UPS delivery.

**How can I pay for CheetahWrap?**

Orders can be placed using most forms of major credit cards. We do not accept PayPal, pre-paid, virtual, or temporary credit cards. We may also ask for additional identity verification for new customers. Orders over \$4,000 will need to be processed as a bank wire transfer. Please email us prior to ordering for transfer instructions. If you find a billing issue, please email us your information.

Do you accept returns?

For all return inquiries please email sales.service@cheetahwrap.com.

Do we offer re-seller programs?

No, we do not offer re-seller, agent, or distributor programs. We strictly forbid re-selling CheetahWrap and/or using our trade name and logo on any advertising, marketing, social media, print, etc. without our express written approval. CheetahWrap is sold on this website only.

Do we offer free samples or sponsorship programs?

We do not offer individual samples of CheetahWrap products. We do, however, offer our Sample Book which can be purchased on our website. We currently do not offer a sponsorship program.

Can I wrap a boat with CheetahWrap?

Even though many of our customers wrap boats with CheetahWrap, it is important to test prior to permanent application. Certain low energy plastics, paints or gel-coated surfaces may not allow CheetahWrap to have an acceptable bond. Some customers have used Pledge Revive Brand or other adhesive promoters to improve the bond on these types of surfaces. CheetahWrap does not warrant any marine applications.

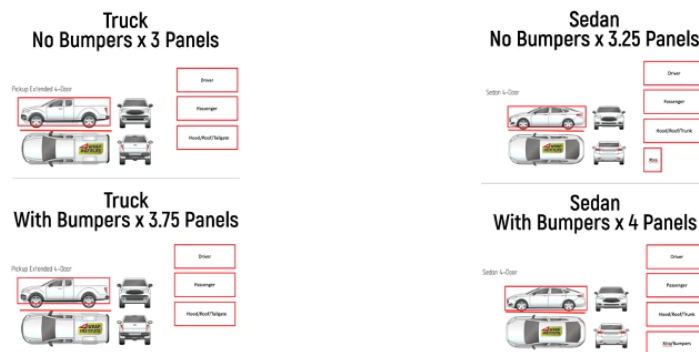
How much CheetahWrap material is required to wrap a typical car?

As a general guideline, one 60" by 75' roll of CheetahWrap will wrap the average size 4-door sedan. However, it is important that you always measure your vehicle to verify what is needed. Material colors can vary slightly from roll to roll. For the most consistency, please purchase enough material to complete your project. We are unable to guarantee consistency of multiple rolls with different "Batch/Lot" numbers. Note: CheetahWrap is not responsible for incorrect measurements.

How to measure your vehicle: Measure the length of the driver or passenger side of the vehicle to be wrapped and multiply based on whether or not the bumpers are being wrapped using the guide on the following page.



Example: If you have a car that is 17 feet long and 4 feet tall and you will be wrapping the bumpers, use this formula: 17 feet (vehicle length) x 4 feet (vehicle height) panels = 68 feet of material is needed to wrap your car (using "Sedan With Bumpers x 4 Panels" diagram below).



What is the best way to remove CheetahWrap?

Even though many customers remove CheetahWrap after three years, ideal removal should be done within two to three years after installation using heat. CheetahWrap should be removed indoors, making sure both the vehicle surface and vinyl surface are both approximately 70-80 degrees initially and the car should not be hot to the touch. The vinyl should be pulled back at a 90-degree angle while being warmed evenly. It is critical not to overheat during removal. Overheating can cause the vinyl to remove in smaller pieces and/or cause the vinyl to separate from the adhesive. Watch this video for information on removing a vehicle wrap.

Will CheetahWrap damage my paint?

Even though it is rare, all color change wrap vinyl can damage paint/chrome or clearcoats. CheetahWrap has a very low initial tack which helps to prevent damage, but it is still possible. It is important to make sure that all base paint/chrome/clearcoats have an acceptable bond to the vehicle surface prior to installing any brand of pressure sensitive vinyl, including CheetahWrap. It is also critical to follow the removal instructions in the FAQ above to reduce the possibility of damage. In some very rare cases, discoloration or yellowing can occur to base paint or clearcoats upon removal. This can usually be eliminated or reduced by exposing the discolored surface outdoors, in the sun, for several days. CheetahWrap's Limited Warranty does not provide protection or reimbursement for additional costs, including labor or damage to the vehicle, including paint.

What is the CheetahWrap lifespan and warranty?

The CheetahWrap warranty is equal to or better than most competitive brands. CheetahWrap's Limited Warranty does not provide protection or reimbursement for additional costs, including labor or damage to the vehicle including paint damage. For more information, please review our CheetahWrap warranty.