

FAQ

Important note: when deciding where to place your wall decals, Cheeky Raskal recommends placing them out of reach of your baby's cot, or where your child will be able to reach. If your child is able to remove the wall decal from the wall, this has potential to become a choking hazard or may damage your wall surface. Removal of your wall decals must be done SLOWLY, so as to not damage your wall surface. Children rarely remove with care!

ARE THEY EASY TO APPLY?

Yes! All decals are provided with step by step instructions. There is usually three layers of the decal - The sticky transfer tape, a semi opaque or clear film on top of the decal which aides with application. The decal itself and the white paper backing. Put simply, it's 'Prepare', 'Peel' and 'Stick'

WHAT SURFACE CAN MY DECALS BE ADHERED TO?

Cheeky Raskal's wall decals are suitable for almost all flat smooth surfaces that are clean, dry. Examples include walls, ceiling, floor, windows, mirrors, glass, plastic surfaces and hard furniture and also look great on a painted canvas.

ARE THE DECALS SUITABLE FOR ALL SURFACE TYPES?

All decals require a clean, dry, smooth surface and will not adhere to highly textured surfaces, therefore are not recommended for textured wallpapers, stucco, concrete, brick etc. Some decals may not adhere to some gloss or semi-gloss paints, wash and wear, teflon and silicone paints. The decals can be applied to paper based surfaces ie: wallpaper, however, these are unlikely to come off without damage to the wall surface.

WILL THEY DAMAGE MY WALLS?

All wall decals are made from quality removable vinyl, and following these FAQ guidelines and application instructions should not damage or leave residue on your walls. Please see above for suitable surface types and the installation instructions for removal. If you are concerned about damage to your wall surface, we suggest you use the product on windows/glass, a painted canvas, hard furniture etc, or request a sample to try before you purchase.

CAN I APPLY TO RECENTLY PAINTED WALLS?

It is recommend to wait atleast 4-6 weeks after painting, before applying decals to the wall to allow the paint to cure. We do not recommend the use of wall decals if the above paints have ben used or if an undercoat has not been used prior to the application of the paint. Also walls should have been painted according to manufacturers instructions with two full (non-watered down) coats of paint. If wall decals are applied to walls without an undercoat or not correctly painted the risk of damage is higher as the paint will not have bonded properly to the wall and therefore on removal damage can occur.

ARE THEY REUSABLE?

Yes and no, providing the surface is smooth, clean and dry, you may be able to apply, remove and reapply your decals a number of times. This may be dependant on the surface used, environmental factors, such as heat, light and moisture, and how long the decals have been adhered to the wall, as well as the design and size. ie: delicate designs or decals with a lot of pieces will be difficult to remove without damage to the decal.

ARE THEY WATERPROOF?

Yes, Cheeky Raskal's wall decals are waterproof and are suitable for both indoor and outdoor use with some limitations. They can stand the humidity of the bathroom, but the walls need to be perfectly clean and dry before application.

WHY WON'T MY DECALS STICK?

There are a number of reasons why wall decals won't stay put and we are unable to refund or guarantee that the wall decals you purchase will adhere to your walls. Here are some of the known causes for the wall decals not sticking.

- Reusing - With designs that are able to be re-used, dust, dirt and over handling may reduce their ability to re-stick. If you wish to reuse the decals, care must be taken to remove without tearing and without reducing the adhesive.
- Wall preparation - the wall has not been properly cleaned or dry before applying the decal. We advise only using a mild detergent such as dish-washing liquid, household/general purpose cleaners are not recommend.
- Wall Surface - our decals will not adhere to cloth, stucco, brick, concrete, cement render or similar uneven surfaces including some wall papers. These surfaces are not completely smooth and unfortunately this does not allow a sufficient smooth surface area for the decal to adhere to.
- Over handling - preparation, preparation, preparation, that is the key when applying your new decal - each time you remove if from the wall or handle the adhesive, you could be reducing the effectiveness of the adhesive.
- Newly painted walls - you need to allow atleast 4-6 weeks after painting before applying your decals.
- Paint choice - Wash & Wear, teflon and silicone paints are designed for easy cleaning and to repel anything from sticking to the wall surface (like sticky little fingers). Unfortunately this mean that some of them will also repel wall decals.

However we have found that with a little bit more persistence this problem can in most cases be over-come. Simply apply more pressure more often to the decal once you have applied it to the wall. Rub over the decal each day for the first week or so. We cannot guarantee this will work for all surface types as we have no control over the conditions in which they were applied or the surface quality.