

# Terms and Conditions

Thank you for choosing SignsAreUs LLC for your sign needs! Please **carefully review** all terms and conditions **before accepting any estimate** we have provided.

**If you are not ready to order, then don't!** Our estimates are based on current costs at that time. Once you have accepted the estimate and paid your deposit. It is your responsibility to communicate with our designer to get your order into production. If it has been over 30 days since the deposit has been made and you have not approved your project, your project will be adjusted to reflect current pricing.

**Don't approve the design/materials/project if it isn't exactly what you want!** By approving the design/materials/project, you agree to purchasing the final product with that design and/or material. All products that we make are custom, take time, effort, materials and are created with you in mind. While we make suggestions as to what we think would work best for you, the product is ultimately yours. It is your responsibility to ensure that you are getting exactly what you want. Products are not refundable, and reprints will incur additional charges. Don't cost yourself more than necessary!

**If it is our fault, we will fix it. Period!** You must let us know if we have failed to meet your expectations. You are our customer, and we want to ensure you are proud of the products that you receive from us. If we have made a mistake, please let us know.

**Cancellation of an order still incurs cost!** If you have approved an estimate and paid a deposit, we start buying materials, creating designs, and whatever else must be done to complete your order. If you cancel, you will still be responsible for the costs that have been incurred up to that point plus a 15% cancellation fee to cover additional costs.

**If you don't pay for it, we may take it back!** A deposit is required to begin any work. All invoices are due upon delivery/installation. If you sneak by us without paying, we will deem your account as delinquent after 15 days. After 90 days delinquent we reserve the right to come remove the sign/graphics. Don't make us work harder! If your payment is rejected for any reason, we will need to recover the costs associated. The minimum fee of \$25 will be added to the amount you owe.

**If we do not install it, we do not accept responsibility for any damages or loss that results from anything we make or sell.**

**Sales tax is a bummer, but you must pay!** If you are exempt or purchasing from us as a reseller, you **MUST** provide the documents to prove it. It's the law...sorry:(

**Confidentiality goes both ways!** While working with you, we both may reveal confidential information and business trade secrets. We will treat that information as confidential and expect you to do the same.

**We are good but we don't control the weather!** Installation may be delayed due to weather conditions. In rare cases, additional fees may be incurred due to additional labor and/or travel costs. We will limit this as much as possible, however, many times installation will not be feasible in adverse conditions. We will do our best to plan ahead.

**Installation quotes are based on our best guess!** Our installers have over 25 years of experience. They are very good at what they do. The estimated time that they give for installations takes into consideration the time it would take with no issues, up to the time it could take if there are several challenges that reveal themselves in the process of the installation. With that in mind, unless there are changes that the customer requests at the time of installation or some outside entity determines that there will be a change to what was originally agreed upon, the estimated install charge will remain the same regardless of the actual time that it requires for the installer to install the graphics with the utmost degree of precision. **In layman's terms, you will not be refunded if the installer finishes before the estimated time, nor will you be charged the additional time if the installer underestimated the amount of time it would take for him to complete the install.**

**Don't steal other people's copyrighted materials!** Reproduction of copyrighted materials in any form without prior permission of the originator is illegal. It is your responsibility to obtain the permission. We are in no way responsible for obtaining the permission and do assume that you have obtained permission before you submit the artwork to us.

**Artwork you give us is yours and the artwork we create *for* you is ours... unless you purchase it from us!** Any rights to the artwork that you submit to us for your project will remain yours. Rights to anything that we create during your project will remain ours... unless you pay the fee associated to transfer the rights to you. This is customary in our industry and the amount of the fee will be determined based on the files requested.

**To skip the design fee, you must give us print ready artwork!** For us to print artwork that you provide as is, it must be a high-resolution file, complete with a color proof, pantone references, and exact specifications of dimensions and layout for the medium that the design will be produced on. If it is necessary for us to make changes to the file to achieve the result that you desire, a design fee will be charged at \$120 per hour. It is imperative that you completely review and understand the final proof to ensure that we will be printing what you expect. Once you approve the proof, additional fees may be assessed to modify and reprint any item that is not to your liking. It is your responsibility to ensure that when providing pictures to be printed that they are high resolution pictures for large format printing. We will do our best to let you know if an image will look pixelated or maybe not give you the result that you desire. However, we will not be held responsible for low resolution images that you provide.

**We want to show off your project!** By allowing us to create and make your project, you agree that we may use images of the finished product to promote our business. This can help you too!

**Warranty on Labor and Materials: In general** - SignsAreUs LLC offers a one-year warranty on the materials and installation. After the first year, the materials will be covered as per the

manufacturer warranty which varies depending on the material used. **Specific to vehicle wraps** - There is no warranty on horizontal direct sun exposure such as roofs and front hoods. Anything over 10 degrees vertical to horizontal is considered horizontal. The wrap warranty will depend upon the customer's care of the vehicle and the outdoor/geographic conditions. Vinyl that is cracking should be replaced immediately. We recommend hand washing only. Avoid high pressure power washing, and never use an ice scraper on window graphics. Also avoid harsh chemicals of any kind as they can deteriorate the laminate on the vinyl adhesive. Sweeping or brushing off the windows with a soft broom and the use of a rear defroster will not damage your window wrap. There are specially designed products to clean and polish vinyl graphics if needed. Please wait at least 3 weeks before washing your vehicle once applied.

**Vehicle Wraps:** When we are scheduled to install graphics on your vehicle, the vehicle must be washed and free of wax or protective coating prior to the graphics install. If your vehicle must be prepared because it was not properly washed or wax free, you will have additional charges added to your final invoice for preparing your vehicle for installation. When graphics are being applied to vehicles, walls, or other mediums damage may occur to subpar paint or finishes during installation or removal. While this is a rare occurrence, we, SignsAreUs, will not be held liable for the damages.

**Let's get started!** By approving an estimate and paying a deposit, you acknowledge that you have read and agree to the terms and conditions above.