



Signpost Installation Policy

Terms Of Service

Overview:

Integrity Sign Solution, LLC will provide and install wooden sign posts for Real Estate Agents to professionally and attractively advertise their property listings. All sign posts have solar caps for maximum visibility.

Signpost Placement:

Please specify the exact location that you would like your sign installed and we will do our best to accommodate your request. Underground utilities and legal guidelines (which may vary from jurisdiction to jurisdiction ie:HOA's etc) may affect sign post placement. If an agent does not request a specific location, the installer will use their discretion and place the signpost in an area to maximize visibility. If a location is not marked or specified before installation and the agent later asks for the post to be reinstalled or moved at the same address, we reserve the right to bill a Trip Charge or an additional Installation Charge.

Sign/Panel Installation:

In addition to signpost installation, Integrity Sign Solution, LLC also provides sign panel storage and installation of those panels. This is provided as a convenience to the agents that we are providing our services to.

Agents must provide enough panels and the panels must be in the appropriate Integrity Sign Solutions Warehouse at the time the installation order is scheduled to be completed. We DO NOT guarantee that a sign panel will be installed at a property on the same day it is removed from a different location.

If an agent does not want their panels stored, the agent is responsible for the delivery and pick up of their sign panels at the property, unless other arrangements have been made. A service charge may apply.

*If the panel is available at the property at the time of the post installation, there will be no additional charge for hanging the panel. If the panel is not available at the time of the installation all standard hanging equipment will be left on the post for your convenience.

Utility Lines and Other Underground Lines:

By placing an order with Integrity Sign Solutions, LLC, the Real Estate Agent accepts full responsibility for locating, identifying, and marking all underground equipment: including utility lines, cable lines, sprinkler systems, underground dog fences, etc. Neither Integrity Sign Solutions, LLC nor Integrity Sign Solutions, LLC's subcontractors accept responsibility of the property owner and the agent. The presence of yard lights (gas or electric) or any visible electrical or telephone boxes (light green in color) indicates that there are underground utility lines at the property. In these situations, we recommend that the homeowner or agent call in the location to the appropriate underground utility company. Allow 2 business days for the utility company to mark the appropriate lines.

Pennsylvania, Maryland, West Virginia, and Virginia- One Call 811

Sign Post Lease Period and Removal:

Agents are fully responsible for the prompt return of all items leased from Integrity Sign Solutions, LLC including the posts, riders, brochure boxes, and attaching hooks/clips. Signpost period lease is the lesser of three hundred sixty-five (365) days, if the agent chooses to continue advertising at the location, a new sign post will be installed and a \$45 Service Fee will be charged.

Agents and homeowners are strictly forbidden from moving or removing installed posts. If a post is damaged in any way the agent/agency is responsible for up to a \$75 lost/damaged post charge.

When ordering a removal, the agent is responsible for the post being accessible for pickup. If the post is not recovered on the first trip, a \$45 Trip Charge will be acquired for each additional attempt to retrieve the equipment.

Removal requests are submitted via the UpSignDown website or email:

integritysignsolution@gmail.com Indicate in the request if the panel is to be left at the property for the agent or if the installer is to return the panel to the Integrity Sign Solution, LLC Storage Facility.

Any sign posts not returned to Integrity Sign Solutions, LLC will incur a minimum charge of \$75.

Service Time Frame:

At Integrity Sign Solutions, LLC's we understand that time is of the essence and your satisfaction is our priority. Our policy is to complete all orders located in the "Core Service Area" within two (2) *business days (excluding extreme weather circumstances). All orders located in the "Extended Service Area" are to be completed within a three (3) *business day timeframe.

The first *business day after an installation order is received is considered day one (1).

Orders received after 5pm will be processed the following *business day.

* Business days DO NOT include weekends or Core Federal Holidays

Order Placement:

All orders are to be sent via the UpSignDown website. There is a link on our webpage.

Agents are responsible for providing complete and accurate property address information. This includes the house number, correctly spelled street name, city, zip code, county, directions, cross streets, etc. It is imperative that the information provided is thorough and accurate to avoid delays, cancellations, or additional charges.

The agent is responsible for knowing prior to placing the order, if the posts are permissible at the installation site. If an installer is turned away by a Homeowners Association (HOA), a trip charge will apply.

Sign post installations on vacant land and construction sites must have locator stakes in place by the agent prior to placing the installation order.

Order Changes/Cancellations:

If any changes or cancellations to your order are necessary please email integritysignsolution@gmail.com or text (717)729-0993 a trip charge may apply depending on the timing of the order change/cancellation.

Resolving Sign Post Order Issues:

If there are any issues related to your sign post installations (i.e. missing/incorrect riders, missing/broken brochure boxes) please contact us via text @ (717)729-0993.

If there are any issues related to agent/agency not specifying add ons ie: riders or specialty equipment a Service Call fee may be assessed. Those items should be ordered through the UpSignDown website during the initial order placement, if missed an additional order will need to be placed.

If a post is leaning or has fallen due to an agent or homeowner removing or trying to reinstall the post, the agent will be charged a trip charge.

Agent Information:

Agents are responsible for providing accurate information. If the agent changes brokerages or agencies, they are liable to notify us via email:

integritysignsolution@gmail.com If you fail to update your agency information, a sign post installation may be completed with the wrong sign panel. In this situation, the agent will be charged a Trip Charge to install the correct sign panel.

Summary List of Charges:

Standard Sign Post	\$60
Tall Sign Post	\$65
Sidewalk Sign	\$65
4x4 Commercial	\$300
4x6 Commercial	\$450
4x8 Commercial	\$550
*Other Options Available At Request	
Brochure Box	\$15
Solar Lights	1 included
Coming Soon Rider	\$10
Pending Rider	\$10
Sold Rider	\$10
Next Day Install	\$25
Zone Fees	Vary Depending on Distance
Lost/Damaged Sign Posts	\$75
Service Charge Panel Pick Up @ Agent	\$30
Service Charge Under Contract/Sold Sign	\$45
Service Charge New Post Replacement (1year)	\$45
Panel Swaps	\$45
Trip Charge	\$45
Missing Rider at Removal	\$20
Missing Carabiner Clips at Removal	\$15
Missing Brochure Box at Removal	\$20

Service Areas

Core Areas Of Coverage

Pennsylvania:

Adams County
Cumberland County
Dauphin County
Franklin County
York County

Maryland:

Carroll County (West)
Frederick County
Washington County (East)

West Virginia:

Berkeley County
Jefferson County

Core Installation Service Area equates to a two (2) business day timeframe.

Extended Areas Of Coverage

Pennsylvania:

Fulton County
Juniata County
Lancaster County
Lebanon County
Perry County

Maryland:

Baltimore County
Carroll County (East)
Hartford County (North)
Washington County (West)

West Virginia:

Morgan County

Virginia:

Frederick County (North)

Extended Installation Service Area equates to a three (3) business day timeframe. An additional installer travel allowance may apply for orders in our extended service areas up to \$35. Please email integritysignsolution@gmail.com before placing installation orders to determine if there will be a surcharge.