



Sign Post Guys Service Guide

Helping You Get the Best Results

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How Our Service Works:

Thank you for choosing Sign Post Guys for your real estate sign installation & removal needs.

Our goal is simple: provide reliable, professional sign installation and removal services so your listings are ready on schedule without requiring you to coordinate, follow up, or manage the details.

As we have grown, we have developed systems and processes that allow us to provide consistent service throughout our service areas. This guide explains how our service works, what is included, and how we can work together to ensure a smooth experience.



Requesting Installation Service:

Recommended Option: Online Ordering System:

All installation and removal requests are recommended to be submitted through our online ordering system.

Our online ordering system helps keep all service information organized in one place and allows us to process requests more efficiently. By submitting requests through the system, you help ensure that all important details are captured before installation, reducing guesswork, delays, and miscommunication.

The online ordering system allows us to:

- Collect all required information before scheduling.
- Confirm service details accurately.
- Maintain complete service records.
- Receive clear instructions from you to our installation team.
- Keep installations running smoothly.

Orders can be submitted 24/7. Service availability is based on route schedules and current workload. To ensure efficient and accurate installations, please provide all required details when submitting your order.

This includes:

- Property address.
- Sign placement instructions.
- Access considerations.
- Any special instructions or site conditions.

If exact placement is important, please provide clear instructions or upload a marked photo clearly showing the desired location with your work order. **Because our technicians manage high volume site visits each day, we are unable to coordinate time specific meetings or arrivals at listings.**

Sign Post Rental Zone 1	
Abbotsford, Maple Ridge, Pitt Meadows, Surrey, White Rock	
Name *	
First Name	Last Name
Company *	
Mobile Phone Number *	
E-mail *	
ex: myname@example.com	
Where is Your Sign? *	
☐ In Sign Post Guys Inventory	
☐ At the Listing Address, Please Hang My Sign	
☐ Please Leave Straps, I Will Hang the Sign Myself	
Type of Sign *	
☐ Landscape / Horizontal (top edge 32" - 36" wide)	
☐ Portrait / Vertical (top edge up to 24" wide)	
Post Location *	
☐ Post Location at Installer Discretion (installer will choose a safe & suitable location based on property layout. placement is final. relocations available for an additional fee)	
☐ I Will Provide Custom Instruction Below (please provide as much detail as possible. for exact placements 📷, upload a marked photo below clearly showing the desired location)	

For **Sign Post Rental Service**, payment is completed at the time of ordering through our secure online payment system.

Alternative Payment Option: Payment Method on File:

Interested clients may request an alternative payment arrangement using a completed Rental Agreement and Credit Card Authorization Form.

This option requires:

- A signed and dated Rental Agreement.
- A completed Credit Card Authorization Form.
- Approval and documentation on file before services can be provided.

Clients using a card-on-file arrangement may submit service requests by email. However, all relevant installation details must be included in the request. To maintain an efficient

service process, we will complete installations based on the information provided. We may not follow up with multiple questions to confirm missing details.

Any information specifically provided by the client will be followed. Details that are not provided will be completed based on installer discretion and standard installation practices. **Regardless of payment method, providing complete and accurate service instructions is the responsibility of the client submitting the request.**

What Is Included with Your Sign Post Rental:

Our standard sign post rental service includes:

- ✓ Delivery and installation of Sign Post Guys equipment
- ✓ Standard 6-month rental term (**not eligible for discounted partial use**)
- ✓ Removal of Sign Post Guys equipment after the listing is complete
- ✓ Complimentary storage of standard listing signage
- ✓ Photo documentation of completed installations

Our standard service is designed around providing a complete labour solution from listing launch through removal.

Rental Terms Renewal & Listing Transfers:

Sign Post Rental Term & Renewals

Each Sign Post Guys rental includes a standard 6-month rental term. **This 6-month term is included as part of a package price and is not eligible for discounts based on partial use.** Approximately 4–5 days before your rental expires, we will send an email reminder outlining your available options, including rental extension and removal.

Many companies operate using automatic subscription-based billing programs where payments continue until a cancellation request is received. At Sign Post Guys, we prefer to keep payment control in our clients' hands whenever possible.

Rather than automatically charging for additional rental periods after the initial rental term expires, clients are provided with a renewal notice prior to expiry and have the option to either extend the rental or request removal of the sign post.

This approach helps prevent unwanted charges while allowing clients to manage their rental term based on their specific needs.

Rental extensions are available in 3-month and 6-month increments. Month-to-month extensions are not offered. In limited circumstances, a short courtesy extension may be accommodated at our discretion when requested prior to the scheduled removal of the sign post.

Sign post rentals are specific to the listing for which they were originally installed and are not transferable to other listings or agents. Each new installation includes a freshly prepared post and a new 6-month rental term, allowing us to maintain a consistent standard of presentation and service across all listings.

Communication & Service Requests:

To ensure accurate records and timely service, all service requests should be submitted through the appropriate channels. Service confirmations, scheduling notifications, and completion notices are provided by email, creating a permanent record of each request for both our office and our clients.

This includes:

- Installation notifications
- Removals notifications
- Changes to existing orders
- Special requests
- General inquiries

Hours of Operation & After-Hours Communication:

Sign Post Guys operates during standard business hours to provide reliable, consistent service to all clients. **While service requests can be submitted online 24 hours a day, our field operations are completed during our regular operating hours:**

Monday – Friday: 8:00 AM – 5:00 PM

Saturday: 8:00 AM – 12:00 PM

Sunday: Closed

We are also closed on most statutory holidays. Some springtime holidays may remain in service depending on seasonal demand and overall industry requirements.

Requests for evening, overnight, or weekend installation times outside of our regular operating hours are not part of our standard service model and cannot be scheduled through our regular route system. Our route schedules are designed around efficient daytime service, allowing us to maintain consistent turnaround times and dependable service for all customers.

Text and email communication may occasionally be available outside of regular business hours depending on staff availability. However, after-hours communication is provided as a courtesy and should not be considered an extension of our regular operating schedule or an expectation of immediate response.

For the fastest service, customers are encouraged to submit requests through our online ordering system, which is available 24 hours a day, 7 days a week.

Working With Your Support Team:

Many real estate professionals rely on assistants, administrators, junior team members, or other members of their team to help manage the many details involved with a listing. Our systems are designed to support this workflow by providing clear confirmations, scheduling information, and service updates directly through our ordering process.

For teams, we recommend establishing one primary contact responsible for coordinating each installation request. While multiple team members may be involved in a transaction, having a single person manage signage-related communication helps ensure that instructions, updates, and changes remain consistent.

When multiple team members provide direction on the same request, it can create confusion and conflicting instructions. For example, placement details may be changed by one person without another team member being aware, or updates may be provided by different people at different times. This can result in delays, additional coordination, or situations where completed work no longer matches the most recent expectation.

A centralized communication process helps ensure everyone is working from the same information, reduces avoidable errors, and allows us to complete your requests as efficiently as possible.

Service Areas & Scheduling:

To provide reliable and efficient service throughout the Lower Mainland, Sign Post Guys operates using a route-based scheduling system. Service frequencies vary by area based on customer demand and travel requirements.

Primary Service Zones:

Our Primary Service Zones include Langley, Zone 1, and Zone 2 service areas (see map below).

These areas receive our highest service frequency, allowing clients to schedule installations and removals for firm service dates directly through our online ordering system.

Secondary Service Zones:

Our Secondary Service Zones include Zone 3 and Zone 4 service areas (see map below)

Due to the additional travel required to service these areas, firm-date scheduling is not available. **Requests are scheduled as efficiently as possible around our Primary Service Zone commitments; however, service dates cannot be guaranteed in these areas.**



Current service schedules and the next available service dates for primary service zones are always displayed within our online ordering system. **This route-based approach allows us to minimize unnecessary travel, maintain reliable scheduling, and provide consistent service to all customers.**

Daily Route Scheduling:

Sign Post Guys accepts service requests **24 hours a day, 7 days a week**. To ensure every request is completed on its scheduled service date, our daily routes are planned for maximum efficiency based on customer locations, travel distances, and overall workload.

While we consider the timing that requests are received and generally prioritize new listing installations over removals, we reserve the flexibility to determine the most efficient order for completing service requests throughout the day.

Because our service operates on a route-based scheduling model, we are unable to provide guaranteed arrival times or appointment windows. This scheduling approach allows Sign Post Guys to provide consistent, dependable service across a large number of listings while maintaining the efficiency required to offer professional sign installation and removal services at a competitive rate.

Installation Expectations:

Our goal is to provide clean, professional installations that represent your listing well. However various environmental factors and third-party interference are outside of our control.

To help us achieve this, clients are responsible for:

- Providing the correct property address and requested installation date.
- Supplying clear placement instructions where installation location is important.
- Advising us of any site conditions, access restrictions, underground utilities, irrigation systems, or other hazards that may affect installation.
- Confirming any strata, development, or property restrictions relating to real estate signage prior to requesting installations

If exact placement is important, we recommend marking the desired installation location in advance or providing clear written instructions and photographs with your request.

Because our technicians complete high-volume site visits each day, we are unable to coordinate individual meetings at listings or install signs only when clients are present.

Please keep in mind:

- Ground conditions vary from listing to listing.
- Soil, weather, and environmental factors can affect signage over time.
- Minor movement or leaning may occur after installation due to natural conditions.
- 3rd party interference (vandalism) may occur at any time.

Our service is designed around reliable installation and professional presentation. **Normal environmental changes after installation are not considered installation issues. If vandalism occurs, repairs or reinstallation can be scheduled promptly at our standard service rates.**

Requesting Removal Service:

Removal requests can be submitted through our online ordering system (preferred) or by email.

Our online ordering system is the recommended method as it provides access to the appropriate service schedules for your area, sign storage options, and instructions for handling client-owned signage upon removal. It also ensures all required information is collected before your request is scheduled, helping to reduce delays, guesswork, and miscommunication.

Removal requests can be scheduled as soon as your listing has a firm completion date. Pre-scheduling your removal helps ensure it is not forgotten or delayed and allows us to incorporate your request into our regular service routes. If your completion date changes, simply let us know and we will update your scheduled removal accordingly.

Prompt removal helps reduce the likelihood of Sign Post Guys equipment being damaged, lost, discarded, or otherwise becoming unrecoverable after new owners take possession of the property.

To ensure a successful removal, sign posts must remain accessible from the front of the property prior to the scheduled service date. **If we are unable to access the sign post upon arrival, additional charges may apply for unsuccessful removal attempts or return visits.**

Our removal process includes:

- Removal of Sign Post Guys equipment.
 - Return of standard signage inventory.
 - Documentation of client-owned items left on site when applicable.
-

Maintenance, Service Calls & Equipment Recovery:

Our standard sign rental includes installation, complimentary storage of standard signage, and removal of Sign Post Guys equipment. Additional site visits or services outside the scope of a standard installation or removal may be subject to our minimum service charge.

This includes, but is not limited to:

- Reinstallations or relocations requested after installation.
- Sign adjustments after the initial installation.
- Adding or removing signage.
- Vandalism inspections or repairs.
- Sign drop-offs or pickups.
- Other requested service visits.

If we are already scheduled at your property for an installation or removal, additional reasonable requests can often be completed during the same visit at no additional charge.

Clients are responsible for Sign Post Guys equipment that is lost or damaged beyond repair while in their care. Although uncommon, equipment may occasionally be lost, discarded, or damaged after a property changes ownership or due to vandalism or site conditions.

To help minimize recovery costs, removal requests should be submitted promptly once a listing has a firm completion date. When equipment is reported missing or damaged before a scheduled removal, reduced recovery charges may be available in accordance with our equipment recovery policy.

Sign Storage Policy:

Complimentary storage of your standard listing signage is available to active clients of Sign Post Guys. Stored signage belonging to clients who have not submitted a service request for a period of **18 months or longer** may be recycled or disposed of at our discretion, without further notice.

This storage program is designed to support the operation of our installation & removal service and ensure commonly used signage is available when needed for future listings. **It is not intended to provide general storage for all client-owned real estate marketing materials.**

Included in Complimentary Storage:

- Standard "For Sale" or "For Lease" signs.
- Standard listing toppers, riders, or hangers that are part of your regular signage setup.

NOT Included in Complimentary Storage:

Add-on signage (toppers, riders, hangers) **containing custom listing details or SOLD messaging** is not eligible for complimentary storage.

Examples include:

- Open House notices
- Appointment Only notices
- Listing-specific marketing pieces
- Reusable SOLD signage

These items are handled differently because they:

- Are often unique to a specific listings or campaigns.
- May not have a predictable future use.
- Require separate tracking and handling outside our standard rental inventory.

By keeping these processes separate, we can maintain reliable storage and availability of standard signage while avoiding the tracking and handling challenges associated with large amounts of miscellaneous client-owned materials.

If left on-site after removal, this signage will remain the responsibility of the client to collect or can be designated for recycling by including a note in the comments section of the removal request.

When applicable, photos will be provided showing where reusable client-owned materials have been left for collection.



Optional SOLD Signage Service Option:

If you would prefer not to manage SOLD signage collection yourself, Sign Post Guys can provide additional services.

We can provide a complete SOLD signage service, including:

- Storage.
- Installation when requested.
- Removal after the listing is complete.

This optional service is available upon request. **Installation of SOLD signage is invoiced at our standard service trip rate for each installation, regardless of schedule or proximity to the listing.**

SOLD Stickers:

For many clients, SOLD stickers provide the simplest option. **We are happy to remove SOLD stickers at no charge** after completing removal requests and prepare standard signage for future listings (when safe to do so).

Large Sign (Billboard/Commercial) Installation Services:

In addition to residential sign post rentals, **Sign Post Guys provides professional installation services for larger signage projects, including commercial, development, construction, and V-shaped signs.**

While these projects follow a different workflow than standard sign post rentals, they are completed using the same organized scheduling, communication, and installation standards that guide all Sign Post Guys services

Because large sign installations involve many variables that can affect pricing and scheduling, these projects are handled through our online Quote Request form or by email rather than a fixed-price ordering system. Each project is reviewed individually based on factors such as sign size, location, access conditions, required finish, and whether the sign is already available or requires collection.

Quoting & Scheduling:

Quote requests are typically reviewed and provided the same business day. Once approved, installations are generally completed within 1–3 business days depending on the location, project requirements, and scheduling availability.

Installation timelines may vary based on factors including:

- Service area and travel requirements
- Whether the sign is already in our storage inventory or requires collection
- Requested finish options
- Site access and installation conditions

General pricing information is available on our pricing page; however, the final quote may vary depending on the specific requirements of each project.

Large sign installations are available with the following finish options:

- New bare spruce lumber
- Lumber finished with two coats of bright white paint

Installation Planning & Site Requirements:

To provide efficient service and consistent pricing, all large sign installations are planned in advance. Installation locations can be confirmed using written instructions, site photos, listing photos, or Google Maps.

Installation areas should be reasonably clean, safe, and accessible. We do not install signs in locations that require placement in ditches, steep slopes, heavily overgrown areas, or other conditions that create unsafe or unsuitable installation requirements.

For locations with potential access challenges, photos or a short video of the proposed installation area may be required before quoting or scheduling.

Final installation height may vary depending on sign size, orientation, and site conditions. Any requirements for over-height installations should be communicated during the quoting process and include photos of any potential obstructions.

Large Sign Storage Policy:

Complimentary storage for large signs is limited to generic sign designs that can reasonably be reused for future projects with little or no modification.

Signs containing property-specific information or highly customized designs may not qualify for complimentary storage. **For signs with no established reuse timeline, customers should make alternative storage arrangements.**

Large sign installations follow the same principles as all Sign Post Guys services: organized scheduling, clear communication, and a consistent process designed to provide dependable results without unnecessary coordination.

Our Service Philosophy:

As Sign Post Guys has grown, our focus has shifted from providing individually customized service experiences to building a reliable and consistent service system that supports a large number of realtors and listings every month.

The advantage of this approach is that every customer benefits from established processes, predictable scheduling, consistent communication, and a high standard of workmanship. Our systems allow us to complete a large volume of installations and removals efficiently while maintaining the level of service our customers expect.

While we are always open to feedback and continue to improve our processes, some requests cannot be consistently offered across our entire customer base without affecting scheduling, pricing, or service reliability. These requests often involve exceptions, additional coordination, or special handling that may work for one listing but cannot be reliably scaled across hundreds of customers.

Our goal is to provide dependable service that Realtors can rely on — not only for one listing, but for every listing we support. We understand that your signage is an important part of your listing presentation.

Thank you for trusting Sign Post Guys with your sign installation & removal services!