

SIGN POST GUYS SERVICE AGREEMENT

This Service Agreement ("Agreement") is entered into between **Sign Post Guys** ("Company") and the **Customer**.

Scope of Service: Sign Post Guys provides sign post rental, installation and removal services. Each order includes **one** installation and **one** removal at the **same** property location. **Additional service requests (including repositioning, reinstallation or extra visits) are billed per visit.**

Please Note: Consultation with homeowners, tenants or strata council members regarding install locations is beyond Sign Post Guys scope of service. **All necessary instructions can be included with your work order.**

Customer Responsibilities: The Customer agrees to:

- Provide accurate installation details (address and placement instructions)
- Identify any underground utilities or irrigation lines
- Ensure access to the property is clear and safe
- Confirm compliance with strata or property bylaws (if applicable)
- Request removal promptly when the listing is complete or no longer requires a sign post (failure to request removal in a timely manner may result in equipment being removed, discarded, or becoming unrecoverable)
- Respond promptly to notifications regarding expired sign post rentals. **Sign post rentals 14 days or more past expiry are subject to being removed by Sign Post Guys.**

Unserviceable Locations: If installation cannot be completed due to unsuitable conditions (including hard surfaces, lack of usable frontage, or unsafe access), **a service charge will apply.**

Installation & Handling: Only Sign Post Guys may install, remove, or service its equipment. Any installation, removal, relocation, or alteration of Company equipment by third parties (including agents or property owners) may result in additional charges, and the Company is not responsible for resulting damage or issues.

Damage & Liability: All sign posts, post holders, brochure boxes, and related equipment remain the property of the Company and remain the responsibility of the Customer until retrieved by the Company.

The Customer is responsible for:

- Lost, stolen, discarded, or damaged equipment.
- Costs resulting from placement instructions provided by the Customer or any third party acting on their behalf, including homeowners, tenants, or agents.
- Damage to underground systems or utilities not disclosed prior to installation.

Replacement charges may apply when Company Equipment is lost, stolen, discarded, or damaged beyond use, or cannot be recovered due to breakage, removal by others, disposal prior to retrieval, or failure to request removal in a timely manner:

- Lost, stolen, or damaged beyond use **sign post assembly (includes post holder): \$145**
- Lost, stolen, or damaged beyond use **brochure box: \$50**
- **Post holder** rendered unusable, but sign post recovered: **\$30**

Maintenance & Service Calls: Repairs due to theft, vandalism, weather, or other external causes will be charged as a service call. **Issues caused by improper installation will be repaired at no charge.**

Billing & Cancellations:

- Payment is due upon completion of service
- Orders may be cancelled prior to installation
- **Once installed, services are non-refundable and non-transferable to other listings or realtors.**

Rental Term: All sign post packages include a **6-month rental term**. This rental period is not eligible for price reductions, credits, or prorated discounts if a shorter term is requested or utilized. **Renewal options are available.**

Service Timing: Installation and removal requests are completed **as scheduled or within 24–48 business hours for ASAP requests** within our primary service zones (Langley, Zone 1, Zone 2). Completion times may vary for secondary service zones (Zone 3 and Zone 4).

Confirmation: Photo confirmation will be **provided by email** upon installation.

Sign Storage: Complimentary sign storage is available to **active clients** of Sign Post Guys. Clients who have not submitted a service request for a period of **18 months or more** may have stored signage recycled or disposed of at our discretion, without further notice. If you anticipate a pause in service, please contact our office to make alternative arrangements.

CREDIT CARD AUTHORIZATION

Please complete all fields. You may cancel this authorization any time by contacting Sign Post Guys. This information will be processed by Quickbooks Payments.

Cardholder Name (on card) _____

Card Number _____

Expiry Date (MM/YY) _____

Security Code (CVV) _____

Postal Code (registered to card) _____

By signing below, I agree to the following:

I have read and agree to terms as set out in the Sign Post Guys Service Agreement.

I authorize Sign Post Guys Ltd. to charge my credit card above for agreed upon purchases.

I understand that my information will be saved to file for future transactions on my account.

Customer Name

Date Signed

Brokerage

Customer Signature