



**Specialty Graphic**  
SOLUTIONS

## Terms & Conditions

### ESTIMATES / ORDERS

Estimates are generally valid for 21-30 days after the initial estimate is completed, though in some cases this may vary. After that, pricing is subject to change.

Approved estimates and final invoices may not match if the job scope or elements change after the project starts. Common reasons for these differences include but are not limited to:

- Changes to designs, sizes, quantities or materials
- Added prep on windows, wall, vehicles prior to installation of graphics
- Challenges to the accessibility of an installation location
- Deadlines changes
- Delivery options

If an order is cancelled, design time, material expense and labor cost already incurred for the project will be due.

If order production and/or delivery is delayed by more than 30 days due to customer changes, price adjustments may apply.

Trip fees and additional labor charges may be added if customer cancels an installation without reasonable advance notice or fails to provide access to the installation site as pre-arranged.

## **ARTWORK / COLOR**

SGS requires artwork approval on all new projects prior to starting production.

When artwork is provided by customer, SGS will make reasonable efforts to double check it prior to production. But should there be design or layout issues (including transparencies and hidden layers) in the customer's artwork files, it will be the customer's responsibility to cover any costs associated with reprinting, repairing or re-making projects.

If color matching is important, we need your help defining a specific color target. We must have Pantone (PMS) colors or a physical color sample prior to finalizing your design to be able to try to match your colors. CMYK, RGB or Hex colors are not static color definitions and SGS cannot ensure we produce your preferred colors using just these codes. SGS can generally come within a 10% range of any PMS colors or physical samples, but we cannot guarantee a 100% match in all circumstances.

## **PAYMENT**

Payment is due at the time of pick up or delivery unless billing arrangements are made in advance. SGS accepts VISA, MasterCard, Discover, American Express and business checks for payment.

Balances that are 30+ days past due are subject to an **AUTOMATIC** \$50 late fee and finance charges.

## **WARRANTIES**

The Mighty Sign Makers at SGS stand behind our work. Should you be unhappy with your project, please let us know as soon as possible and we will do all we can to make it right.

Specific warranties vary widely based on the product. Indoor foam board signs, for instance, are temporary, fragile products. We will warrant the quality of the graphic image but will not guarantee the foam board itself once it leaves our shop. On the other end of the spectrum, most of our acrylic, metal and formed plastic letters/logos come with a lifetime warranty. Please ask us about the reasonable life expectancy and warranties on your project.