# **Payment Policy:**

Sign Depot must receive payment in full before orders are produced. Checks received by mail must clear before production.

### **Production Time:**

Production and additional dry time will vary based on the volume of the order, amount of colors, and product size. Orders placed before 12noon EST will be produced and packaged for carrier pick up that same day. To ensure proper dry time, orders submitted after 12noon EST will be produced and left over night to be packaged for carrier pick up the next business day.

## **Shipping:**

We will provide you with the estimated delivery time, however, delivery dates are not guaranteed. All items purchased from the site are delivered pursuant to a shipment contract with our carrier. We will not issue a refund for the order if it did not arrive on the estimated delivery date given by our carrier.

#### **Refunds, Change of Order, and Cancellations:**

Due to the nature of these signs being customized, the order cannot be returned for a credit or refund unless there are printing errors by cause of our production department.

Sign Depot allows you to review, revise, and/or cancel a request before placing an order without any penalties. By submitting the order form, you are acknowledging that you have completely reviewed your proof & quote and finalizing the order as is.

To change or cancel your order prior to production, the setup fees may vary from the original quote depending on your request(s). If the order has not yet started the production process, no additional charges or cancellation fees will be applied.

Once the order has been put in production, we cannot stop or change the order. You will be charged the full amount of the order cancelled at this production point, and be sent a notice of cancellation.

## Art Layout/Proof:

To ensure compatibility with the software/hardware used to produce the layout and product, Sign Depot recreates all layouts. It is the responsibility of the customer to verify that all information on the layout to be accurate in grammar, spelling, colors, logos, phone numbers, websites, addresses, etc.

Sign Depot cannot guarantee colors that are displayed on the screen will look the same as the colors on the product received. To the best of our abilities, we make the colors on the screen to be as true as possible to the printed colors, however, the differences in monitors, light, and pigment makes it impossible to guarantee color matching. Thus, we are unable to match certain SPOT, PMS, CMYK, or your custom color(s).

## **Product/Materials:**

If the material received by the customer is not what was expected, Sign Depot cannot be held responsible for the product(s) received made of a material thought to be something other than advertised on the website.

By agreeing to the Sign Depot Terms of Purchase Agreement, the terms are effective until terminated by either party. If you no longer agree to be bound by this Agreement, you must abstain from using our site. If at any time after such termination you return to the site, your reuse of the site will constitute as a re-acceptance of the Agreement.