



## Sign Partners USA Terms & Conditions

All estimates are prepared in good faith based on the information and artwork available at the time of request. Issuance of a purchase order to Sign Partners USA constitutes full acceptance of these Estimate Terms & Conditions.

1. **Artwork & Scope** - Estimates are based solely on the artwork and specifications provided at the time of request. Any revisions, changes, or additional requirements requested by the customer may result in adjustments to pricing and/or lead times.
2. **Validity** - Estimates are valid for **30 days** from the date issued.
3. **Mounting Hardware** - Mounting hardware is **not included** in pricing unless specifically listed as a separate line item. This includes wall mounting hardware, anchor bolts, stub pipes, match plates, or needed to mount the product in the field.
4. **Steel Supports & Pole Pockets** - Pricing for steel supports, pole pockets, or other structural elements is based on information available at the time of estimating. Costs are subject to adjustment if material specifications or engineering requirements change prior to order placement or fabrication.
5. **Lead Times & Capacity** - Lead times and due dates are quoted at the time of estimate based on current capacity. Actual production schedules may shift depending on workload and confirmed order date.
6. **Customer Supplied Materials** - Any customer-supplied materials must be delivered **prior to the scheduled start of production**. Failure to provide materials on time will result in delays in production and completion schedules.
7. **Design & File Requirements** - All customer-provided artwork and files must meet production requirements and be free of defects including segmented lines, jagged lines or anything that will prevent clean cuts in metal, plastic, or vinyl graphics. If file issues are identified during the design or pre-production phase, the start of manufacturing will be delayed until corrected files are received, which may extend project timelines.
8. **Raw Material Cost Fluctuations** - Raw material prices (aluminum, steel, acrylic, LEDs, etc.) are subject to market changes. We reserve the right to adjust product pricing before order confirmation.
9. **Payment Terms** - Payment terms will be specified on the invoice. Invoices not paid within the agreed terms are subject to a late fee of 0.5% per day after a seven (7) day grace period.
10. **Cancellation / Restocking** - Orders canceled after production has begun may be subject to restocking fees and costs of materials already purchased or labor expended.
11. **Shipping & Crating** - Shipping, handling, and crating charges will be quoted separately if applicable.
12. **Product Warranty** - Workmanship is warranted for **1 year** from the date of invoicing. Materials are warranted only for the period covered by the original vendor's material warranty. Warranty excludes all liability for labor reimbursement. Damage caused by misuse, neglect, improper installation, or modifications outside of original specifications is not covered. Company's liability under any estimate, order, or agreement shall not exceed the total contract price of the product in question.
13. **Shipping Warranty** - Shipping damage will be covered by SPUSA if SPUSA books and bills customer for the affected freight. All freight booked by customer or on the customer's account by SPUSA will be the sole responsibility of the customer to file freight claims and will require a purchase order from the customer for repair or replacement. All freight must be inspected at the time of receipt by the customer or customer's subcontractor, and any damage must be noted on the freight carrier's paperwork at that time; failure to do so will release us from any responsibility for freight damage.
14. **Force Majeure** - Production schedules may be impacted by unforeseen events outside of your control including supply chain issues, weather delays, labor strikes.
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