

# Sales Terms

[reveal title="What Size Letters do I need" open="false" color="grey-lite"][Download a letter visibility chart](#) that has been made for you based upon information provided by Pennsylvania Transportation Institute, Penn State University and the United States Sign Council.[/reveal]

[reveal title="How will my order be delivered." open="false" color="grey-lite"]Most orders will ship via UPS Ground, at our Guaranteed Ground Freight rate, unless otherwise requested by you. You may have your order shipped via air or another common carrier by request (additional charges may apply).[/reveal]

[reveal title="What if my shipment is damaged?" open="false" color="grey-lite"]

**There are two types of damages: apparent and concealed. Both are covered below.**

- **Common Carrier (Truck) Damage.** All items shipped by Product Sign Supplies are F.O.B. our location (warehouse) and are considered the property of the consignee (Common Carrier). Damages and claims are the sole responsibility of the customer (you). Shipments should be checked upon arrival for any apparent or concealed damage. Any damage found should be noted on the freight bill. If you see the damage before accepting your delivery, you may choose to refuse the shipment. In any event, you may need to file a claim with the carrier. T and T Signs is not responsible for damage caused by the carrier.
- **UPS Damage:** It is important to check all UPS shipments upon arrival. Please DO NOT accept damaged parcels. If damage is discovered after you have signed for a UPS delivery, notify your regional UPS station and Product Sign Supplies. We will file the claim and replace the shipment. UPS will refuse your claim unless you retain the original shipping container and outer carton in which the merchandise was shipped. Credit or replacement can only be issued after receipt of UPS\' acceptance of the claim. T and T Signs is not responsible for damage caused by UPS.

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[reveal title="Can I return Merchandise" open="false" color="grey-lite"]To eliminate confusion and promote better customer service, we have established the following return policy. PLEASE NOTE: no merchandise will be accepted without prior permission from T and T Signs. As the buyer, we hope you will make every effort to inspect the items upon receipt and contact T and T Signs within seven (7) days of the invoice date. Please provide us with the invoice number, date of purchase, and reason for return so we can expedite the process.

- **Our Error:** Any wrong or defective merchandise sent by our error will be replaced or credited as long as we are notified within seven (7) days from the shipping date.
- **Customer Error:** Stock merchandise ordered by mistake may be returned for credit within seven (7) days from the shipping date. An authorized return number is required for all returns. Please call the order desk and provide the invoice number, date of invoice,

and item information to request a return materials authorization number. A 15% restocking charge will be deducted.

### **THE FOLLOWING ITEMS WILL NOT BE ACCEPTED FOR RETURN:**

- Any special order item or any custom cut item or custom banner.
- Any item purchased more than ten (10) days prior to request for return.
- Any material that is opened or not in its original packaging.
- Any item that is damaged and not in re-saleable condition.

[/reveal][reveal title="Warranty" open="false" color="grey-lite"]NOTE: T and T Signs does not warranty product, expressed or implied. T and T Signs is not liable for any consequential damages. All Product representations and warranties, for products sold by T and T Signs, are the sole responsibility of the manufacturer or vendor of record to offer and administer. All claims must be made within 3 days. All claims of invoice errors must be reported at delivery time.

***Gemini Product Lifetime Warranty:*** *The following warranty is in lieu of all warranties expressed or implied. Specifically, Seller and Manufacturer disclaims any warranty of merchantability or of fitness for a particular purpose and manufacturer/seller's only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his or her intended use and user assumes all risk and liability whatsoever in connection therewith. The foregoing may not be altered except by an agreement signed by officers of seller and manufacturer.* Keep in mind that all exterior letters will require some maintenance to retain their original luster. All plastic and metal letters should be periodically cleaned with a good dish soap and water to remove any dirt or pollutants gathered from the environment. Should the face of a metal letter become scratched, the polyurethane coating can be revitalized using a good car wax. All Gemini letters and logos are designed to last a lifetime. We test all our materials and finishes, refine our coating technology, and deliver a product that we know will last much longer than the life of any other sign you may install. From experience in the field and from our test lab results, we know that our products are designed to last in excess of 10 years without any noticeable degradation in appearance. We know, from many installations around the world, that many of our products last longer than that.

## **Does Gemini's guarantee cover letters installed in harsh environments?**

Yes. As stated in Gemini's Warranty Statement, Gemini will replace or rework all letters that fail in the field, but will not cover your costs of removal, reinstallation or any subsequent work done on the sign mounting surface. Therefore, it is important to keep the sign's environment in mind when selecting the material and finish of letters that will be placed there.

Gemini has a wide range of products and finishes that stretch from the most stable in UV and chemical resistance (formed letters, anodized aluminum and painted products) to the most

susceptible to failure when placed in harsh environments (polished brass, natural satin aluminum and laminated letters).

Impact resistance is also an issue when considering the regular wear and tear that may affect a sign. Letters made from acrylic are always more prone to breakage than those made from CAB (formed plastic, Minnesota Letters) or metal.

Despite our best aluminum alloys, powder coats and finishing techniques, aluminum remains extremely reactive and will degrade when placed in an area with moderate UV exposure and harsh chemical or excessive moisture contact. The only way to ensure that aluminum letters do not corrode is to anodize the surface of the letter. [/reveal]