



# GUIDELINES & TERMS

## Payment Terms:

To begin our process, we require a 50% advance deposit. Balance is due in full upon delivery / installation / completion.

We do not offer Terms such as Net 30. If your company is only set up to pay "Net 30," please allow us to pre-invoice and plan the scheduling accordingly.

## Rush Orders:

For any job with a deadline that places your job ahead of our other customers, we require payment in full in advance.

Depending on our work load, the rush fee varies from 30% - 50%.

## Creative:

All sketches/designs are © Petaluma Sign Company. We offer one preliminary sketch/concept if you desire, as part of our original quote at no additional charge.

## Changes & Revisions:

If you need to change our original agreement in any way, we are authorized to bill accordingly, at a shop labor rate of \$160/hour plus materials required for the Change Order. Please note that Change Orders may also cause a delay in production, delivery, or installation.

## Cancellation:

With very rare exceptions, any advance payments are NON-REFUNDABLE.

## Our Process:

We love a smooth process! To get started, you'll answer a few simple questions via our website, and we'll do our best to interpret your ideas and visions as a rough sketch that will lead to the final design for your sign or graphic project. Your input, as specific as possible, is *super* valuable at this stage.

Once we get the vision laid out and understood, we can provide an estimate. We can't stress enough how thoughtful planning can save everyone's time and can help avoid misunderstandings along the way.

## Timing:

Every job has unique requirements. Provided we have clear direction from you, we will produce your project in a professional and timely manner. We will endeavor to meet any deadlines set but we can't be responsible for a deadline if there are delays beyond our control. For example, if our designs have not been approved or signed off on-time, or weather/site conditions are not ideal.

## Permits:

We are a licenced contractor and can obtain permits if required. Fees vary based on your city. We may require that you provide a separate payment for the issuing authority.

## We're ready - you ready?

Let us make a customized, hand crafted sign, design, or graphic that will represent your message - tell the world who you are, and what you're doing!