

# Terms of Sale

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FASTSIGNS of Asheville, NC creates our bids based on our estimates as sign designers. If an engineer requires additional materials to be used in the manufacture and/or installation of this sign, (which will result in additional costs), the customer will be notified and an estimate provided.

TERMS: Quotations of price are good for 30 days. If unusual conditions producing additional expenses are encountered during installation, contracts are binding, however, appropriate additional labor, plus 20% of subcontract labor and materials, will be added to the price shown below after customer notification and approval.

PAYMENT Terms Cash Customers: Orders less than \$500 must be paid in full upon order or conversion of estimate to an order prior to production. Cash, Credit Card or checks are accepted for payments. Orders greater than \$500 to \$2000 require a 50% deposit and payment in full upon approval of the proof image. Orders over \$2,000 require a 50% deposit upon approval of the proof image & order description before production will begin. Full payment is required at or before installation for orders over \$2000.

PAYMENT Terms for Credit Customers: Orders over \$10,000 require a 50% deposit. If the value of orders placed exceed the current credit limit these accounts must be brought current or a new credit application must be submitted and approved before additional orders can be placed. In the event of delinquent payments, the client will be charged a rate of 1.5% for every month after the first 30 days.

Liens and Repossession: Sign and/or materials contained in the contract shall remain the property of FASTSIGNS and shall at all times be severable from the premises upon which it is installed until account is paid in full. Any and all sub-contract agreements that incorporate products, services and prices originating in this estimate automatically amend any subsequent payment terms to comply with FASTSIGNS property and sever-ability rights enumerated above. Customers also agree to allow FASTSIGNS to enter upon property to retrieve sign if not paid in full. If signs are repossessed because of failure to pay on time, the customer agrees to pay for all additional costs of removal and/or reinstallation of signs. If unavoidable delays are experienced due to supply constraints or delays caused by strikes, fires, floods, wars, allocations of materials or other circumstances beyond our control this contract is still binding. FASTSIGNS will keep its customers informed of any major unavoidable delays. Upon mutual acceptance of this invoice by Customer and FASTSIGNS, said order is not subject to cancellation. In the event it becomes necessary to institute any action for the enforcement of above obligations, Customer agrees to pay, in addition to amount due FASTSIGNS, all attorney's fees and costs incurred in connection therein.

CONDITIONS: All original information and/or any modifications of your original art contained in this proposal is the property of FASTSIGNS and is only for your consideration to purchase the sign package, art or feasibility study. All use or reproduction of this art and information must have written permission of FASTSIGNS, Asheville. Any costs incurred as a result of incomplete or incorrect information provided

by the customer will be billed to the customer at FASTSIGNS standard rate for labor and equipment. Any change to unfinished work requires a 24-hour notice. If awarded the job you grant FASTSIGNS full rights to use images of artwork and photographs of signs in progress and completed in our marketing materials.

## Warranties & Disclaimer Information

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### IMPORTANT WARRANTY and DISCLAIMER INFORMATION

FASTSIGNS, warrants all of its manufactured products against defects in materials and workmanship for a period of one year from date of delivery or installation. Electrical sign components, such as ballasts and tubes, are warranted by the manufacturer for a period of 90 days. Some products, such as high performance vinyl and some substrates are warranted by the manufacturers and are supported by FASTSIGNS,. Please ask if you desire specific information on these products.

#### Vinyl Products:

The longevity of vinyl products is only as good as the material they are applied to. For this reason FASTSIGNS, cannot warranty vinyl or digitally printed vinyl graphics installed on customer supplied substrates, onto vehicles that have been treated with a silicone based wax product, or on an oxidized paint finish. Customers accept the responsibility when requesting that FASTSIGNS, apply graphics to any substrate or vehicle that we deem "unsound "or inappropriate.

Banners by nature, are temporary signage not warranted for continuous use. FASTSIGNS, cannot warranty any banner installation.

#### Vehicle Graphics:

Installed Full/Partial Wrap or Spot Graphics Digitally Printed Vinyl. Printed using Latex inks 3 Year exterior fade resistance. - Automotive finishes and protectants vary by manufacturer. FASTSIGNS assumes no responsibility for possible issues relating to or in connection with the application or removal of vinyl letters and graphics to/from your vehicle. Precision wraps conforming to your vehicle's exact surface contours and dimensions involve razor cuts to the applied vinyl and may result in minor scratches to painted surfaces. See your owner's manual or check with your local automotive dealer for information on your vehicle's finish. FASTSIGNS recommends a curing period of at least sixty (60) days for newly painted air-cured paint jobs and at least thirty (30) days for newly oven cured paint jobs before applying graphics to your vehicle. Installation warranted when performed at FASTSIGNS approved locations only.

#### Magnetics:

Magnetic signs will stick to any clean and flat, ferrous surface, (one containing iron). However, magnetic signs will not stick if placed over a ridge or molding on a vehicle, nor will they stick to a fiber glass body. Since we cannot determine every application that a customer might have, we cannot warrant magnetic signs against detachment and loss.

#### Natural Materials:

Natural materials such as metals, wood, and stone can produce beautiful and timeless products; however they can contain various natural finish and texture variations. These variations are not to be considered defects, and do not detract from the overall effect.

#### Installations:

We recommend professional installation of all signs and graphics sold by FASTSIGNS of Johnson City / Asheville. Since we are unable to control conditions where and how a customer chooses to install signs and graphics, no warranty or guarantee is provided. In many cases obstructions to a ground installation are hidden beneath the earth surface, such as abandoned concrete footings, large stones, etc. In the event that we encounter unanticipated and unquoted conditions at an installation site, we will halt the job until a customer representative has been contacted. Upon the determination of a solution, (if available), customers will be quoted for any additional work to be completed. FASTSIGNS Johnson City / Asheville will complete additional work at cost plus 20%.

Although we take every practical precaution against leakage when drilling into roof and mansard structures, we cannot warranty against leakage on such installations. Requested installations on bonded membrane roofs will not be accepted without a signed disclaimer by the building owner. Signs or graphics mounted to walls, ceilings, floors and other building structures indoors or outdoors will be performed using sign industry standard methods and materials which may include the need to penetrate surfaces creating holes in the underlying substrates and original building surfaces or structural components. FASTSIGNS does not warrant these holes or other cosmetic appearance of original surfaces left after a FASTSIGNS mounted sign or graphic has been removed. It is the burden of the Customer to notify and indemnify FASTSIGNS if they want to use other means or materials to mount signs in a manner that would avoid permanent disfigurement to surfaces.

#### General:

All sign specifications and installation methods documented in the written approved quote are to accepted sign industry standards and will be followed by FASTSIGNS. Any work requested by the customer at the time of install that constitutes variations or changes in the contract must be quoted and approved in writing by the customer and FASTSIGNS prior to completing the installation. Verbal agreements made with our sales staff are not recognized nor warranted.

Text of Terms statement included on the CoreBridge Order Template:

TERMS OF SALE, WARRANTIES and DISCLAIMER INFORMATION noted in the estimate preceding this subsequent order remain valid and enforceable under this agreement. A full statement of Terms, Warranties and Disclaimers applicable to estimates and orders can be viewed at our website: [www.fastsigns.com/241](http://www.fastsigns.com/241) or [www.fastsigns.com/229](http://www.fastsigns.com/229). We encourage all customers to read these terms, which are binding on all sales, in full before authorizing any order.