

Mountain Dog Sign Company Terms & Conditions

- All quoted pricing is valid for two weeks. Re-quotation will occur if estimates are older than two weeks.
- If supply pricing increases from initial estimate for your product(s) $\geq 15\%$, regardless of the timeline, a re-quotation will be presented.
- Orders totaling $\geq \$500$ require a 50% (non-refundable) deposit, with balance due at time of delivery/installation.
- If estimate is based on customer provided electronic copy or design file, or a file is not provided, charges for design will be incurred for re-creation.
- Changes to design files (either in scope or number of edits) in excess of the quoted and accepted design service may incur additional charges.
- Customers will receive a print proof from their Salesperson/Designer. Mountain Dog Sign Co. must receive NOTICE TO PROCEED from customer before ordering supply, designing, or creation.
- If needed (which will be confirmed by your estimate), permitting will be the responsibility of the customer, UNLESS Mountain Dog Sign Co. is engaged for permit acquisition.
- Permitting fees will be non-refundable once submitted to the municipality.
- Engineer stamped drawings are additional and separate costs from permitting.
- Customer is responsible for obtaining landlord or building owner approval prior to sign permit submission, product creation and/or install.
- **CANCELLATION/CHANGES:** Once production of the product(s) has commenced, there will be no refunds. If changes are requested post-proof approval, additional charges may apply.
- **INSTALLATION/ACCESS:** Install charge is based on optimal conditions on site during regular business hours. Unknown factors in the field at time of install may incur additional charges.
- Customer agrees to provide permission for access to grass, sidewalks, parking lot, and any interior areas needed to accomplish safe and professional installation.
- Customer will be notified and approval requested if additional material purchase is required for correct and safe installation of product.
- Unless otherwise specified by customer, Mountain Dog Sign Co. retains the right to use product samples, photos, or likenesses for marketing purposes such as social media.
- Customer indemnifies Mountain Dog Sign Co. against any claim for any landlord, owner, tenant or any other party which the approved signage may be offensive to or violate.
- Mountain Dog Sign Co. will always seek to ensure our customers are satisfied and made whole after interacting with our team. Absolute best efforts will be made while on customers' property for care and handling.
- Mountain Dog Sign Co. is released from responsibility for any residual damage which may occur because of or following product installation.
- **NOTICE TO PROCEED** (verbal, electronic, or otherwise) represents customer acknowledgement of these defined terms and conditions.
- **ELECTRICAL:** Customer is responsible for providing power via a licensed electrician (primary electrical wiring, outlets, connection to sign from the meter and/or fuse panel) at junction box within 10ft of signage. Main electrical work and timers not included. Mountain Dog Sign Co. only makes final connection for your signage.