



SIGNMARK, INC.  
Phone: 601.932.6699  
Toll Phone: 800.844.6699  
Fax: 601.932.6441  
Toll Fax: 800.844.4329  
[www.signmark.us](http://www.signmark.us)

## **SignMark Policy**

### **Damaged or Lost Merchandise**

On damaged shipments, notify us as soon as possible. Save outside packaging and merchandise until claim is settled.

On lost merchandise, remember UPS Ground may deliver to you the next day most of the time, but they guarantee 6 days and merchandise is not considered lost until then. Even though they will start looking for the package, UPS will not pay the claim if it is found within this time frame. Therefore, if your order must be received the next day, we recommend Air Freight.

### **Special Order Returns**

There will be a restocking fee on all items that are returnable. Custom-made items are not returnable.

### **Stock Hem Returns**

Stock merchandise may be returned with no restocking fee if returns are in original packaging, unused and returned within five days of receipt.

### **Credit Policy**

Terms of sale: all invoices due and payable 30 days after the invoice date. All customers will be given the opportunity to establish credit with our company. This may take several weeks. Customers not yet having established credit or exceeding their credit limit will be expected to pay invoice due upon receipt of merchandise.

### **Freight**

As we know all freight has taken several large increases over the past years. We regret that we can no longer absorb all of the increases and are forced to ask you to help share the cost. We thank you for your understanding, and again we regret having to adopt this policy.

### **Freight As Follows**

Freight orders over \$35\* will be shipped pre-paid by UPS Ground. All others will be subject to freight. Minimum for UPS is \$6.50. Minimum mail is \$1.80. All inks must be shipped UPS. Any sign shipped measuring over 12"x12" will be charged a shipping and handling fee determined by current UPS rates.

*\* After discount*