



Terms & Conditions

- Terms:** Standard terms are 50% deposit, 50% COD (when shipped, delivered or installed). We accept personal or company check, Visa/MasterCard/AMEX/Discover (3.50% convenience fee added for all credit card transactions). Our Net credit terms are for rated firms only. If you are not a rated firm but wish to establish credit, please fill out our credit application. Clients with net terms may still be required to provide a down payment on orders over \$2,000.
- Tax:** Sales tax will be added on all purchases being shipped to/delivered/installed in the state of PA and any states requiring us to collect sales tax. If your company/organization is tax exempt, we will require a completed Sales Tax exemption form from your state.
- Quotations:** Unless otherwise specified, all quotes are good for a period of 45 days.
- Minimum Orders:** \$50 (net) minimum on all unpainted orders/products. Painted orders/products under \$100 are subject to a \$60 (net) spray gun/booth setup & cleaning charge (this does not include custom color matching costs).
- Add-ons/Changes:** Additions and/or changes to an existing order can only be accommodated during the first 48 hours. Afterwards, an additional order must be placed (subject to minimum order fees) and will be treated as a separate order. We may be able to accommodate you on combining orders to save on shipping, please contact us.
- Rush Charges:** Depending upon products/in house workload, we may be able to expedite your order. Contact our staff for additional fees that may apply.
- Job Confirmation:** All orders will receive a detailed proof with all specifications outlined. This proof must be reviewed, signed and returned to put the order into production.
- Packing/Shipping terms and fees:** Unless otherwise requested, most merchandise is shipped F.O.B. Collingdale, PA, via UPS Ground. Larger items needing oversizing boxing or custom crating will ship via common carrier (LTL). We will ship via the method and carrier of our best judgement and as regulations allow. Expedited shipping options are available at additional cost. Your order is custom packed based on what is ordered, therefore, packaging costs may apply in addition to shipping fees. Orders shipped to countries outside the United States may be subject to duties, taxes, VAT, etc. You will be responsible for any of these additional fees should they apply to you.
- Delivery Delays:** Simco Sign Studios, Inc. is not liable for delays in delivery and/or non-delivery in the event of: Acts of God; action by any government entity; fire; flood; insurrection; riot; explosion; embargo; strike; transportation interruption of any kind; or any condition beyond our control affecting delivery in any manner.
- Damages:** Any external damage to the package, whether hidden or obvious, must be noted with the carrier upon receipt of the shipment. Damages must be reported to the carrier within 24 hours of receipt of delivery. Please inspect all packages upon receipt, and take pictures/video of any damages present. Be sure to keep all packaging as it will be necessary to file a claim.
- Errors/Shortages:** Please inspect all packages upon receipt. Errors or shortages in the order are required to be reported within 5 business days from receipt. For dimensional letter products, all packages/contents are photographed after packing and prior to being shipped; this is to protect you from any missing components and help expedite claims.
- Cancellations/Return Policy:** Due to the nature of our business, all orders are custom made and therefore are neither returnable, nor cancelable 24 hours after an order is placed. You will be responsible for any work in progress and the cost of any special ordered materials.



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