

Terms, Conditions & Warranty

GENERAL:

1. Clerical errors are subject to correction and do not bind Signs On Time.
2. Prices exclude delivery/freight unless stated. The Customer assumes responsibility and risk for products upon and from delivery, collection and installation.
3. Charges for manufacture and installation are based on works being completed during normal working hours (7.00am to 4.00pm, Monday to Friday, except Public Holidays) and having unhindered and uninterrupted operations and access to a site. Work done outside these times, building or repair work, cleaning, moving of furniture, equipment or stock, other unquoted or unexpected work not specified in the Quotation, carried out by Signs On Time in order to commence or complete supply of products, will incur additional charges.
4. Production timelines are an estimated schedule only and delays in receiving prepayment or approval of artwork may extend production timelines. Signs On Time assumes no responsibility for an increase in costs or expenses; any loss of profit, business, contracts or anticipated savings; or any other indirect loss or damage as a result of delay or failure to supply products.
5. While Signs On Time takes due care to identify underground services using available DBYD services and site inspections, unmarked pipes such as stormwater and irrigation or incorrectly marked services may become apparent during sign installation. Repairs due to contact with pipes and services will be charged at cost for labour or engagement of other trades.
6. No allowances are made for on-site or online induction time or registration costs, unless stated in the quote. If required by a client these will be charged at the equivalent labour rate and registration costs.
7. No allowances are made for engineering unless stated in the quote. If required by a client these will be charged at cost plus project management margin.

CANCELLATION:

8. Any order may be cancelled by mutual agreement. In the event of such cancellation the Customer agrees to reimburse Signs On Time for any design, printing, materials, components or works already performed to that time.

ARTWORK:

9. Quoted prices are exclusive of artwork unless stated. Print-ready artwork may be supplied by the Customer to artwork specifications, or created by our designers. Design time will be charged at \$25+GST per 15 minute increment.
10. It is the responsibility of the Customer to check all proofs, designs or artworks for errors or omissions, and the Customer assumes responsibility for any remaining errors or omissions in products following artwork approval. Costs of any alterations after approval will be borne by the Customer.

WARRANTY:

11. Signs On Time will provide a limited warranty to the original purchaser covering defects in materials and workmanship for the following periods:
 - a) Three (3) years for long-term and vehicle signage on vertical surfaces
 - b) Six (6) months for long-term signage mounted on non-vertical surfaces (due to increased UV exposure)
 - c) Six (6) months warranty for short-term and promotional signage including corflutes, flags, banners, magnets and unlaminated stickers & signs
 - d) Twelve (12) months limited warranty for LED screens
12. Signs On Time must be notified in writing within 14 days of damage or malfunction, and the product must be returned by the customer to Signs On Time except where Signs On Time has installed the product. Signs On Time will determine if the product is faulty and at its option repair or replace defective materials. Warranty does not cover vandalism, misuse and alterations made by the customer. Proper care must be taken including regularly washing signs and vehicles with regular detergent, avoiding harsh chemicals, automatic car washes and high pressure washers.
13. Incidental blemishes and scratches are considered normal unless they can be viewed at an standard viewing distance for the sign type and usage.
14. Manufacturer life expectancy of materials varies depending on quality and usage. Product data sheets listing suggested usage and specifications are available from Signs On Time.
15. Signs On Time will not be liable for damaged caused to vehicles or other surfaces due to exceeding the recommended life of a product, or application on poor quality or non-factory paint work. While all care is taken, removal of existing signage is at the risk of the Customer.

PAYMENT:

16. Payment terms for non-account customers are pre-payment for orders <\$500+GST, and 50% deposit/50% upon completion for orders >\$500+GST. Alternate payment terms are at Signs On Time's discretion.
17. Goods remain the property of Signs On Time until paid in full. Signs On Time may enter the Customer's premises to reclaim goods in the event of non-payment.
18. Overdue invoice payments may be charged interest at the general daily interest charge rate, at our discretion.