

POLICIES

- *Unless previously arranged, all sales are c.o.d.
- *Please allow **10 working days** for most orders
- *Rush orders can be done for an increased premium price
- *A **50% deposit** is required on all orders, including layouts and design work
- *Due to insurance regulations, no customers are allowed in the shop area
- *All outside work is done weather permitting. If we cannot start or complete the job, we will reschedule for the next available day
- *Custom ordered materials are subject to a **20% restocking charge** if job is canceled

Vehicles

- *Please arrive with a clean vehicle on your date of appointment (weather permitting)
Dirty vehicles will be washed at shop rate and added to invoice
- *Vehicle cancellations must be made **48 hours** in advance.
- *Please arrange for a ride to pick you up. If the job is quick, you may wait in the showroom.
If our truck is available we can give you a ride (locally)
- *We cannot guarantee any vinyl placed in the path of front or rear wipers, or adhesion on recently waxed or oiled vehicles.
- *Please don't powerwash the lettering for **2 to 4 weeks** (depending on time of year) while the vinyl forms a bond to the surface
- *Solvent spills may damage the vinyl which we cannot warranty
- *We only use the highest grade materials available. But if for some reason there is a problem, we will gladly repair any lifting or splitting of vinyl for **2 years**, some exceptions may apply. ****Original invoice must be included****

Layouts

- *A layout using your existing logo or basic text is available upon request at no additional charge. This layout however remains the property of Rhythm Graphix and does not leave our office
- *Multiple revisions to a layout are subject to a fee
- *Cancellation of a job after layout is completed is subject to art charges
- *Creating a logo or custom layout requires a minimum of **\$100 deposit** and is priced
- *Artwork charges start at **\$95.00**

Computer Files

- *Acceptable customer supplied logo's and artwork:
Photo's- Original film prints or high resolution computer printouts of photo paper no larger than **11"x14"**, and no smaller than **3"x3"** (Scanning size)
- Computer images saved full scale and in their original format or saved as:
 - psd, cpt, bmp, jpg, tiff, or eps. Smaller images should be saved at **200-300 dpi**, while larger images at **50-150 dpi**. Please provide a printout for reference.
 - No internet files (low res. gif or jpg's)
- Text or logos - (vector format)
 - computer files saved as: ai, cdr, cdl, or pit with fonts converted, or eps (vector) with blends removed and converted to curves. Please provide a printout
 - High resolution black and white printed copy for scanning
- *Mac files are acceptable in all of the above formats when saved to PC
- *Larger files may be zipped
- *Files can be placed on **3.5 Floppy, CD, or Zip disc**
- *We can only keep files for **2 years** and will not be responsible for lost or damaged files.



We do not warranty signs from extreme winds, sleet, rain or any other act of God situations!



Thank You!