

## Terms of Service

### Shine Bright Signs Service Agreement

1. Shine Bright employees shall be the only individuals to remove or install any sign posts or equipment associated with the installation.
2. Shine Bright Sign posts are to remain at the address where it was installed.
3. All invoices are sent out monthly and are to be paid by the 15 of the following month.
4. Shine Bright Signs has the authority to invoice cooperating brokerage and receive payment from that brokerage.
5. If direct billing is requested, Shine Bright is authorized to process payment on the credit card on file.
6. All prices are plus GST.

#### **The customer is responsible to:**

1. Pay for all invoices, or direct brokerage to pay for the invoice by the end of the month when install was requested.
2. Provide detailed instructions for installation, including:
  - a. a) Listing address
  - b. b) Listing date if not within 24 hours
  - c. c) any special instructions

\*If signs are installed as a result of incorrect information, a service charge may be applied.

3. Schedule any sign installation, removal or adjustments through Shine Bright Signs.
4. Inform Shine Bright Signs of the location of the sign post in the event it has been moved from the original installation location. Additional changes could apply if sign post has been moved to another address.
5. Ensure permission is granted to install a sign post from the homeowner (or entity when associations govern a community) in which a property is located.
6. Reimburse Shine Bright Signs for:
  - a. Any damaged, lost or stolen equipment. Lost or stolen signs will result in a \$100 charge to the customer.
  - b. Fines resulting from incorrect placement of sign post, as directed or moved by the property owner or agent.

### **Cancellation and refund policy**

1. Sign orders may be cancelled by phone or text message within 24 hours of installation request.
2. Once the sign post has been installed, the agent is responsible for all costs associated with the sign installation and removal.

### **Shine Bright Signs Shall:**

1. Install and remove sign posts as per the customer's instruction. Orders are completed within 24 hours, Monday thru Friday (with the exception of holidays). Any orders received after 4pm on Friday, Saturday or Sunday (or Statutory holiday) shall be installed on Monday (Tuesday for Statutory holiday).
2. Respond to service calls within 48 hours to adjust signs, perform maintenance or repairs.
3. Follow all instructions from the customer as to location of placement, with regard for all ordinances and regulations.
4. Manage and provide safe storage for Realtor's signs prior to installation.
5. When installation is complete, Shine Bright Signs shall send via text message, a photo confirmation for Realtor to use on their social media platforms.
6. When sign removal is complete, the customer shall receive a message to inform of the removal
7. Shine Bright Signs shall be responsible for any damage due to improper installation.