

Terms & Conditions of Sign Production & Installation of CR Signs Customers

The following terms and conditions (the “Terms”) apply to CR signs Customers (the “Customers”) for Sign Production and Installation. Please read the Terms carefully as the customer must agree to the terms for CR Signs to be able to complete the Work.

1) Unquoted Work and Variations

Any work not included in the original quote will incur additional charges. This includes changes requested verbally or otherwise by the Customer or unforeseen issues discovered during installation. The Company will make reasonable efforts to notify the Customer before proceeding with such work.

2) Quotations and Orders

A written, emailed or verbal acceptance of our quote is required before we commence work. Any changes to the original design, size, materials, or installation requirements may incur additional charges.

3) Permits and Approvals

It is the Customer’s responsibility to obtain all necessary permits and approvals from local councils, property owners, or any relevant authority prior to installation.

The Company can assist with permit applications upon request; additional fees apply.

If payment is not made in full as agreed upon, we reserve the right to register a builder’s lien against the property for the value of the unpaid work and/or materials supplied, in accordance with the Builder’s Lien Act of British Columbia.

4) Design and Artwork

The Customer is responsible for reviewing and approving all artwork proofs before production.

The Customer confirms they hold all necessary rights and licenses for any logos, images, or branding supplied.

Additional charges may apply after two revisions per design.

Charges may apply for layouts without go aheads.

5) Installation Conditions

The Company will carry out installation during standard business hours unless otherwise agreed in writing.

The Customer must ensure the site is accessible and free of obstructions on the scheduled installation date.

If access is not available or the installation is delayed due to the Customer or third parties, a call-out or rescheduling fee may be charged.

If installation is cancelled for any reason, the labour portion will be removed from the invoice but any decals or signage produced will be charged to the customer.

There is a charge for missed appointments without one days notice.

If the company needs to return to site through no fault of it's own, additional charges will apply.

6) Site Conditions and Safety

The customer agrees that any underground services encountered IE: utilities, electrical hazards, or other risks during installation will increase labour costs.

We reserve the right to delay or refuse installation if safety standards cannot be met.

The Company complies with all applicable workplace safety regulations and carries appropriate insurance coverage.

7) Product Warranty

Any expressed or implied warranties shall be considered void if the Customer's requests contradict recommended procedures, or if damage results from vandalism, severe weather, misuse, or improper maintenance by the Customer.

8) Maintenance and Repairs

The Company does not provide ongoing maintenance unless included in the original quote or agreed in writing.

Requests for repairs or maintenance after installation will be quoted separately.

9) Payment Terms

There will be a Management fee of 10% per month on late payments, plus a \$35.00 charge per month for Administration fees.

New customers: A deposit of [50%] is required upon order confirmation, with the balance payable upon completion.

Are required to pay the balance owing upon job completion.

10) Ownership and Intellectual Property

All materials remain the property of the Company until paid in full.

Design concepts and artwork created by the Company remain our intellectual property unless otherwise agreed.

11) Cancellations and Delays

If the Customer cancels the project after materials have been ordered or production has commenced, the deposit may be forfeited, and additional charges may apply.

The Company is not liable for delays caused by weather, third-party contractors, supply issues, or other events beyond our control.

12) Sign and Decal Removal (if applicable)

Should unexpected conditions or challenges be encountered during decal removal, the Customer acknowledges that additional fees may apply to cover the extra time and labour required.

The Company is not responsible for the removal or disposal of existing signage unless specifically included in the quote.

Additional charges will apply for removal services or disposal of materials.

13) Limitation of Liability

The Company's liability is limited to the cost of the signage provided.

We are not liable for loss of business, indirect damages, or any costs resulting from sign failure or installation delays.

By proceeding with your order, you agree to these Terms and Conditions.