

Proposal & Email Issues

Q: I didn't receive the proposal email.

A: Please check your **Spam, Junk, or Promotions** folder in case it landed there. If you still don't see it, I can resend the proposal to the same email or to an alternative email/WhatsApp if you prefer.

Q: The proposal email bounced back.

A: Could you please provide us with another email address? If it's easier, we can also share the proposal via WhatsApp.

Q: I can't see the pricing on the proposal.

A: The pricing is displayed on the **right-hand side of the proposal PDF**. If you're viewing it on your phone, sometimes the file zooms in and cuts off that section. Would you like me to explain the pricing to you right now?

Q: I can't see the size/dimensions on the proposal.

A: The sizes are listed in the proposal under the options section. If you'd like, I can guide you to that part or explain the available sizes here.

Q: The proposal only shows small/medium/large sizes. Are those the only options?

A: Not at all! Those are just sample options. We can create **any custom size** you want.

Design & Mockups

Q: I don't like the design/mockup.

A: Thank you for sharing your feedback. Could you please tell us what you'd like to change? We'll request a **free revision** from our design team.

Q: My landlord/boss has specific requirements for the sign.

A: Please share those requirements with us—either by email or here on the call—and we'll revise your proposal accordingly.

Pricing & Discounts

Q: The price seems high. Can you do better?

A: We want to make sure you're comfortable with your purchase. I can offer you a **special one-time discount code** to use at checkout.

Q: Even with a discount, I'm not satisfied with the price.

A: Could you let us know your **budget range**? We can create a revised proposal with options closer to your range.

Q: Do you offer discounts for multiple signs?

A: Yes, we offer **special discounts** when multiple signs are ordered together.

Q: I found a local option that's cheaper. Why are you more expensive?

A: We totally understand price matters. Our signs are made with **premium materials, free shipping, faster turnaround, and a 2-year warranty**. We don't compromise on quality. To make this easier, I can also offer you an additional discount.

Payment & Financing

Q: How do I proceed if I want to place an order?

A: Simply click the **PDF proposal or payment link** in your email, choose your preferred size and type, and proceed to checkout.

Q: What payment options do you offer?

A: You can pay directly through the checkout link. We accept **credit card, ShopPay installments, wire transfer, and ACH payments.**

Q: Do you offer financing/payment plans?

A: Yes, we offer flexible payment plans through **ShopPay/Klarna**. Options include 3 months, 6 months, or up to 1 year. We also offer split payments like **50-50 or 30-70**.

Q: Can I pay in person at your office?

A: Currently, we don't accept in-person payments or visits. However, if you'd like to schedule a call with management, we can arrange that.

Shipping & Delivery

Q: What is the shipping cost?

A: Shipping is **free anywhere in the USA**.

Q: How long does delivery take?

A: Standard turnaround is **15–17 business days**. If permitting is required, it can add an extra **2–4 weeks** before production starts.

Q: Where do you ship from? Is it from China?

A: We do **not ship from China**. We have multiple production houses, and shipments are managed through overseas channels.

Q: Which courier services do you use?

A: We primarily ship with **DHL and FedEx**.

Installation & Permits

Q: Is installation included in the proposal?

A: Installation is not included by default. We can provide you with an **installation quote upon request**.

Q: Do I need to apply for the city permit myself?

A: No, we can handle the **permit process** for you. If you'd like a permit quote, just let us know.

Q: Why are permits and installation so expensive compared to the sign?

A: These services are handled through **licensed third-party providers**. Costs include travel, fuel, meals, and sometimes heavy machinery depending on the project size.

Q: Do you provide installation everywhere?

A: We currently **do not offer installation in New York, California, or New Mexico**. For other states, please share your full address so we can confirm availability.

Q: Do you also remove old signs?

A: Yes, we can remove existing signs if requested. This comes at an **additional cost**, which we'll include in your final quotation.

Q: Do you send your own team for installation?

A: We work with **trusted associate installers** across the country. Please share your address so we can check availability in your area.

Q: Do you come in person to take measurements?

A: We can arrange **site visits** for measurements in selected locations. This involves an additional cost as part of our survey service.

Q: Can I get only a permit or only installation without the other?

A: Unfortunately, we can't offer them separately since they're handled through third parties. We keep them bundled for smooth coordination.

Technical & Product Details

Q: What materials are used for a 3D metal backlit sign?

A: These are made with **stainless steel 304**, around **1.5 inches thick**, and produce a **halo backlit effect**.

Q: How does installation work for 3D metal backlit signs?

A: They require **access behind the wall for wiring**, since letters are installed individually. If wall access isn't available, a **backerboard** can be used instead.

Q: Where are your signs manufactured?

A: Depending on the type, they are manufactured in the **USA, Pakistan, or overseas facilities**.

Q: What is the warranty on the sign?

A: All our signs come with a **2–3 year warranty**.

Taxes, Refunds & Policies

Q: Do nonprofits get a tax exemption?

A: Unfortunately, taxes are **government-mandated** and can't be removed. However, our pricing is already **competitively discounted**.

Q: Is tax included in the total price?

A: Yes, taxes are included as per standard billing.

Q: What is your refund policy?

A: If your sign is **damaged during shipping**, we'll issue a **full refund** or replace it at no additional cost.

Q: What if I don't like the sign once I receive it?

A: We'll share **real-time images for approval before shipping**. We also allow last-minute design changes before production.

Call Handling & Follow-Ups

Q: I'm busy right now, can we talk later?

A: Absolutely. What's a convenient time for me to follow up with you?

Q: I already submitted your proposal for approval.

A: Great! When would be a good time for me to follow up with you for feedback?

Q: I want to discuss this with my partner/manager/spouse first.

A: Sure, please take your time. Would you like me to check back in a few days?

Q: Who are you? I don't recognize your number.

A: We're calling from [Company Name] regarding your [sign type/project/logo submission].

Q: Why are you calling from a Kansas number if you're based in New York?

A: Since we're a **global business**, we use numbers from different regions to reach customers efficiently.