



POLICIES AND PROCEDURES

- Placing an order:**
- a) Minimum order is \$200.
 - b) Quotations are valid for up to 30 days. If quotes are 31 days or older, please call to ensure that prices have not changed.
 - c) Orders require 7-10 business days to process. Shipping may be longer during peak season.
- Order Payment:**
- a) We accept hard-copy Purchase Orders from schools and municipalities in the U.S.
 - b) To qualify for Net 30 terms, please complete and send in the Credit Application.
 - c) We accept all major credit cards, including: Visa, MasterCard, American Express and Discover.
- Shipping:**
- a) Unless you select your own shipper, we will choose the best shipper based on your order, destination and delivery time.
 - b) At the time you place the order, we will provide our best estimate for delivery times.
- Return Policy:**
- a) Defective products will be exchanged promptly.
 - b) Product damaged in transit: we will exchange products that were damaged in transit providing that we are made aware of the damage at the time of delivery. Important: Customer must note on bill of lading, in the presence of the driver, that product was received in a damaged condition. If possible, please take digital photos to provide visual proof of damage. Without a notation of damage we are unable to file a claim against the shipping carrier and may be unable to provide replacement.
 - c) We accept returns of unused and undamaged non-defective product within 10 business days. There is a minimum 15% restocking fee and the customer is responsible for all round-trip freight charges. After product has been inspected and the return has been approved, we will issue a refund in the same form that we received payment (i.e. if you paid by credit card, we will issue a credit card refund, etc.). We cannot accept returns of used product. Customer must carefully repack materials in a manner suitable for return shipment without damage. Customer is responsible for any damage incurred during return shipment.
 - d) We are not able to accept returns on custom orders.
- Cancellation Policy:** We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment. Orders canceled after shipment are subject to our Return Policy.
- Warranty:** We provide a 2 or 3-year warranty on all products. See Warranty section for complete warranty information.
- Pick-ups:** It is possible to pickup product directly from our Bronx, NY warehouse. All pickups must be arranged at least one week in advance of pickup date. Please note: customers that pickup in their own vehicle (vs. common carrier) are required to pay New York State sales tax.



Signature (Fencing & Flooring) Systems, LLC
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Flooring: www.eventdeck.com • Fencing: www.signaturefencing.com



POLICIES AND PROCEDURES – RENTALS

Note: Dance Floor rentals are available only in the U.S. and Puerto Rico.
Installation/dismantle labor is available only in the tri-state area (NY, NJ and CT).

PLACING A RENTAL ORDER

- a) Call or email us to request a rental quote. Quotations are valid for up to 30 days. If quotes are 31 days or older, please call to ensure that prices have not changed.
- b) Orders require 7-10 business days to process. Shipping may be longer during peak season.

SECURITY DEPOSIT

- a) We require a security deposit on all rental orders.
- b) The deposit amount is determined at the time of your order and depends on the size of your order.
- c) Payment for the security deposit must be made in advance. We only accept company or certified checks for security deposits. Sorry, we do not accept credit cards for the security deposit.
- d) Security deposits will be refunded promptly upon inspection of the dance floor upon its return to our warehouse.

RUSH ORDERS

- a) We accept two types of rush orders for dance floor rentals. A rush-order service charge is as follows:
 - 1. 48-hour turnaround - 10% surcharge (including labor); min. \$75.
 - 2. 24-hour turnaround - 20% surcharge (including labor); min. \$100.

INSTALLATION & DISMANTLE LABOR

Installation/dismantle labor is available only in tri-state area (NY, NJ and CT).

- a) We can provide installation and dismantle labor for the dance floor rental if required. Please discuss your requirements with our sales reps.
- b) Labor is included with all orders within a 50-mile radius of our Bronx, NY warehouse.
- c) Labor for rentals outside the 50-mile radius are subject to charge – please discuss costs with your sales rep.

ORDER PAYMENT

- a) We require pre-payment on all rental orders. We accept all major credit cards, including: Visa, MasterCard, American Express and Discover. We also accept company checks and certified checks.
- b) We can set up Net 30 payment terms for you. To qualify for Net 30 terms, please complete and send in the Credit Application.

CANCELLATION POLICY

We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment.

SHIPPING

- a) Unless you select your own shipper, we will choose the best shipper based on your order, destination and delivery time.
- b) At the time you place the order, we will provide our best estimate for delivery times.
- c) Round-trip shipping is included in the Rental Quote.
- d) If you are installing and dismantling the floor using your own labor, you are responsible for binding and packaging the dance floor in the same manner as it was delivered. Any damage that may incur to the floor on the ship-back is your responsibility.



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