

# Blue Ridge Sign Supply, Inc.

## Terms & Conditions

### Billing Terms

All purchases that are charged to a Blue Ridge Sign Supply Merchant Account (in-house charge account) and made on the behalf of any business or individual shall be paid promptly upon receipt of your monthly Statement. When any purchase is charged to your Merchant Account an email Order Confirmation Receipt is emailed to the account holder to notify the account holder that a charge has occurred. The account holder shall have three business days to dispute the charge in writing after receipt of the Order Confirmation Receipt. All undisputed charges shall be considered valid and payable. Account Statements are emailed on the last day of the month. Payment is due Net 10 days from Statement Date. A late charge of 1.5% per month shall be applied to all late payments.

### Returns & Exchanges

- Blue Ridge Sign Supply reserves the right to refuse credit for any items that have been used, misused, or damaged by the customer in any way.
- All returned items must be returned in original packaging.
- Blue Ridge Sign Supply reserves the right to refuse credit for any item damaged via shipment by UPS, FedEx or Common Carrier, if the customer does not refuse the shipment or sign for the item as damaged.
- Any Custom items, cut substrates or cut roll products are not eligible for return unless proven defective or mis-shipped.
- Restocking fees and freight fees will be applied on any returned drop ship item that ships directly from the manufacturer. Item will be returned to the manufacturer, not the Blue Ridge Sign Supply, Inc.
- Blue Ridge Sign Supply is not responsible for additional labor charges or material costs due to damaged, defective and/or incorrect product.

### Return Exceptions

We are unable to accept returns or exchanges on the following items:

- Custom and non-stock items
- Items that have been installed or used

### Pricing

Prices may change without notice.

### Warranties

- Customer will receive a credit for a product that is claimed "defective" within 5 business days of notifying Blue Ridge Sign Supply, Inc. Blue Ridge Sign Supply has the right to re-invoice the customer at a future date for the material if the manufacturer proves the material is non-defective.

- Blue Ridge Sign Supply, Inc. has no expressed warranties beyond the stated warranties of the product manufacturers. Under no circumstances shall Blue Ridge Sign Supply be held liable for any additional labor costs incurred from any defective products.

## Remittance Payment Address

Blue Ridge Sign Supply, Inc.  
455 N Louisiana Ave, Unit C1  
Asheville, NC 28806

## NSF Checks

There is a \$25.00 fee for NSF checks.