

By placing your order you agree to the terms outlined below.

Where a proof is required, please check thoroughly and return with any changes clearly marked and explained. Approvals must be sent to print@qldsignfactory.com.au. If approval is sent to any other email address, although it will be forwarded onto the print department, you may miss the daily cut off time. Approvals over the phone will not be accepted and will need to be approved in writing.

If a standard sign proof is approved by 3:00pm Monday to Thursday or 1:00pm Friday, the sign will be delivered the following working installation day. Please note changes to your proof will be required in writing, changes over the phone will not be accepted.

Sign installation time is subject to change in the case of operational malfunction and supply delays. In the event of such a delay TPB PTY LTD (TPB Group) indemnifies itself from any restitution by the client.

Please allow two to five working days for commercial signage installation from approval, this includes all elevated installations i.e. roof installations.

In approving artwork to print, you are verifying that all details presented on the artwork proof have been checked and are correct. TPB Group can only match information given and are not responsible for any colour errors. Changes after approval will incur charges.

The TPB Group sign suppliers agreements and must adhere to strict style guides. Changes to templates outlined within your brands style guides are generally not allowed; unauthorised changes can breach these agreements and puts the TPB Group at risk of losing the right to replicate artwork. Please do not request changes to your style guide as refusal may offend. Changes must go through your marketing department for approval.

We rely on our clients to know and be aware of colour variances that can occur from different printing methods. Although colours specified in artwork proofs are correct, these can not be matched to your computer monitor screen or to a job that has been previously printed using a different printing process.

As signs are hired not purchased, the sign's wellbeing is the responsibility of the hirer while installed. Vandalised, stolen and signs damaged due to weather events will be replaced at the hirers expense. As a commercial entity loss of stock is damaging to the profitability of the business and is a cost that can not be afforded. The TPB Group reserves the right to exercise the necessary recourse to reclaim the monetary value of lost or damaged property through the hirer.

Signs remain the property of The TPB Group during the entire hire period; modifications to the signs are strictly prohibited. Please inform the company by phone or email for collection.

Prices for Real Estate Signage are six months rental. Maintenance of signs installed will incur a call out fee.

Standard sign installation involves the use of star pickets, while great care is taken to ensure that services are not hit you are required to provide a "dial before you dig" where necessary (<http://1100.com.au>). Other installation instructions need to be provided or the sign installers will install where they see fit. Sign installers will conduct a brief site inspection before installation. Sign installers have the authority to override installation instructions if the installation would put the installer or public in harms way, damage services, or contravene local council laws. Reinstallation of signs will incur a call out fee.

Body Corporate legislation on the date of the 19th of November 2015 does not give a Body Corporate the specific power to remove an individual's items on common property. Similarly the legislation does not provide a process that the body corporate must follow in items stored or kept on council land. Please contact the properties Body Corporate before placing your order. Further general information can be found at www.qld.gov.au/bodycorporate

Although you can request a sign pick-up at any stage, you will be periodically emailed an active sign list, please reply to confirm which signs can be collected from the field. Property specific signs can be held in storage for a period of three months then reinstalled at a later date. Signs not reinstalled within the three month period will be recycled.

Signs are only manufactured and installed within trading terms. Pricing for installations and removals are standard ground installations, other installations such as elevated installations will be charged accordingly.

Terms are strictly EOM + 14 days. Credit facilities will be withdrawn automatically and your account will be suspended on accounts overdue by thirty days. Any promotional prices will revert to standard pricing. TPB Group reserves the right to close accounts for failure to make payment. Failure to make payment will void all hire agreements on signage and we reserve the right to collect our property. Bad debtors will be referred to collection agencies to recover any unpaid invoices.

In the case of COD accounts, full payment of an invoice must be paid and receipt provided before the job is released into manufacturing.

Signs will be charged according to order, The TPB Group reserves the right to change the style of sign ordered due to availability of stock. Double up orders will be required to be paid in full by the client. If a sign is unable to be installed due to the terrain, the sign will still be required to be paid in full by the client. A cancellation fee will be applicable on orders withdrawn after completion of artwork prior to printing.