

SHIPMENT OF ORDERS

Local Delivery

FREE delivery with a \$150 or more order!

Local Delivery areas have been established to include areas of Illinois, Wisconsin, Indiana & Michigan. We use our own fleet of energy efficient delivery trucks. Contact our Customer Service department for more information.

Other Delivery Areas

UPS and other carriers are used to deliver your order outside of our normal delivery area. We choose the best carrier for the best price to suite the delivery area. Only the cost of shipping is passed on to our customers – NEVER a handling charge!

WILL CALL

Our Will Call Counter is located in the front office. Hours are 7:30 a.m. to 4:30 p.m. Monday through Friday. We encourage you to call your order ahead of time to speed up the process.

PLACING YOUR ORDER

Phone: **Mid-West Sign Supply** has a knowledgeable and friendly sales staff to assist you by phone during normal business hours. You can reach us at 773-588-0523 or 800-837-6366.

Fax: Fax your order to us 24 hours a day at 773-588-6020

E-mail: tniese@midwestsignsupply.com

SPECIAL SERVICES OFFERED

Cutting: In order to serve you better, we offer up to two cuts at no charge. Please ask your sales representative for details or charges for multiple cuts. Materials we do not cut include aluminum, metal and steel.

Paint color matching: Special order matching/mixing of Matthews and Akzo Nobel paint is offered to our customers. PMS colors and colors included within Matthews color guide can be mixed with a one-hour notice. We also mix custom colors with Grip Flex and Grip Gard paints.

PAYMENT METHODS

Open Account:

To establish an open account, a **Mid-West Sign Supply** credit application will need to be completed and sent by mail or fax. Notification will be given upon approval. Open account terms are net 30 days. A service charge of 1-1/2% will be incurred on all past due accounts.

*On purchases of equipment & special orders, a deposit may be required, with balance due upon delivery.

Credit Card:

For your convenience, we offer payment with Visa, MasterCard or Discover Card at no extra charge. Your card information can be securely and confidentially kept on file for future purchases.

C.O.D.:

Merchandise can be delivered on C.O.D. (collect on delivery) basis, payable by cash or check on receipt of order.

C.O.D. orders delivered by carriers other than **Mid-West Sign Supply** are subject to their applicable fees. Ask your Sales Representative for appropriate charges.

RETURNS

Authorization must be received from our Sales Department prior to return of any materials. Returns will not be accepted after 30 days of purchase. Merchandise must be in resalable condition to receive credit issuance. Returns are subject to a 15% restocking charge.

ORDER INSPECTION/DAMAGED GOODS

We take great care packing your order for shipment. All shipments should be inspected upon delivery and if damage has occurred, please notify **Mid-West Sign Supply** immediately. NOTE: According to UPS regulations, the customer is liable for all glass shipments.

CATALOG DISCLAIMER

All items in this catalog are for professional use only. We cannot take liability for typographical errors. The suggestions and data are based on information we believe reliable. They are offered in good faith, but as conditions and methods of use of our products are beyond our control, we recommend that the prospective user determine the suitability of our material and suggestions before adopting them on a commercial scale. Seller hereby disclaims all warranties, expressed and implied including all warranties for merchantability and all warranties of fitness for particular purpose.

LIMITED WARRANTIES

Mid-West Sign Supply Co. warrants that goods sold by it shall be free from defects. Mid-West Sign Supply's liability shall be limited to replacement or repair of defective goods. Mid-West Neon Supply makes no warranties of goods that are designated as seconds or as-is merchandise.

THE FOREGOING CONSTITUTES THE SOLE AND EXCLUSIVE WARRANTY OF MID-WEST SIGN SUPPLY CO. AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AS TO MERCHANTABILITY, FITNESS FOR THE PURPOSE SOLD, DESCRIPTION, QUALITY OR OTHER MATTERS. WITHOUT LIMITING THE FOREGOING, MID-WEST SIGN SUPPLY CO. SHALL IN NO EVENT BE LIABLE FOR LOSS OF USE OR PROFIT, OR FOR OTHER COLATERAL, SPECIAL OR CONSEQUENTIAL DAMAGES.

Any warranty given by other manufacturer of supplies of goods sold or of component parts thereof is assigned by Mid-West Sign Supply to the buyer to the extent permissible under law and the terms of such warranty.

TECHNICAL SERVICES

We work hard to find every means possible to educate our sales team about techniques, new and old, and the technologies emerging around us and bring them to our customers. We further offer our highly trained technical services support staff that specializes in demonstrations and training of many products for our industry usage.