



Sign Post Installation Policy

Terms of Service

OVERVIEW:

Integrity Imaging Solutions, LLC has partnered with Sunshine Solar Signs, LLC to provide and install a wood sign post for real estate agents to advertise that a property is for sale. All sign posts have a solar cap for increased visibility.

SIGN POST PLACEMENT:

If the agent requests and marks a specific location, we will install the post as requested, if possible. Underground utilities and legal guidelines (which vary from jurisdiction to jurisdiction) may affect sign post placement. If agent does not request a specific location, we will use our discretion and place the sign post for best visibility. If agent does not mark a specific location, and later asks for the post to be reinstalled at the same address, we reserve the right to bill a trip charge or an additional "Installation Charge"

SIGN PANEL INSTALL:

In addition to sign post installation, Integrity Imaging Solutions, LLC also provides sign panel storage and installation service to agents who request and sign up for this service. Agent must have provided enough panels and a panel must be in the appropriate Integrity Imaging Solutions warehouse at the time installation order is scheduled to be completed. We do NOT guarantee that a sign panel will be installed at a property on the same day that the panel is removed from a different property. We have multiple installers working multiple installation areas, and the same installer may not complete both the installation and removal. If an agent wants their panels returned, agent is responsible for the pickup of their sign panels at the appropriate Integrity Imaging Solutions warehouse. Panels can also be retrieved or delivered to Real Estate office for a service charge.

UTILITY LINES AND OTHER UNDERGROUND LINES:

By placing an order with Integrity Imaging Solutions, LLC, the real estate agent accepts full responsibility for locating, identifying and marking all underground equipment, including utility lines, cable lines, sprinkler systems and underground dog fences. Neither Integrity Imaging Solutions, LLC, or Integrity Imaging Solutions, LLC's subcontractors accept responsibility for damage to unmarked underground facilities. Locating and marking such facilities are the responsibility of the homeowner and the agent. The presence of yard lights (gas or electric) or any visible electrical or telephone boxes (light green in color) indicates that there are underground utility lines at the property. In these situations, we recommend that the homeowner or agent call in the location to the appropriate underground utility company. Allow two (2) business days for the utility company to mark the appropriate lines.

Pennsylvania	ONE CALL	811
Maryland	MISS UTILITY	(800) 257-7777
West Virginia	MISS UTILITY	(800) 245-4848
Virginia	MISS UTILITY	(800) 252-7001

SIGN POST RENTAL PERIOD AND REMOVAL:

Agent is fully responsible for the prompt return of all items rented from Integrity Imaging Solutions, LLC including the posts, riders, brochure boxes and attaching hooks/clips. Sign post rental period is the lesser of three hundred sixty-five (365) days from the date of installation, or seven (7) days from the date the property sale closes, or the listing is withdrawn from the agent or the market. After three hundred sixty-five (365) days, if agent chooses to continue the advertising at location, a new sign post will be installed and a \$35.00 Service Fee will be charged to agent. Agents and homeowners are strictly forbidden from moving or removing installed posts. If post is damaged in any way, agent/agency is responsible for up to a \$75 lost/damaged post charge. When ordering a removal, agent is responsible for post being accessible for pickup by insuring the post is not locked in a garage, storage shed, etc. If post is not recovered on the first trip, a \$35.00 trip charge may be charged for each additional trip. Removal requests are submitted via email at info@integrityimagingllc.com. Indicate on request if the panel is to be left at the property for agent or the installer should take to the storage at Integrity Imaging Solutions, LLC. If post is not ordered down immediately after property closing, and/or post is not returned to Integrity Imaging Solutions, LLC, agent/agency is responsible for a \$75 lost/damaged post charge.

SERVICE TIME FRAME:

It is Integrity Imaging Solutions, LLC's policy is to complete all orders, located in the Core Service Area, within two (2) business days, excluding extreme weather days. All orders, located in the Extended Service Area, are completed within a three (3) business day timeframe. The first business day after an installation order is received is day one (1). Business days do NOT include weekends or Core Federal Holidays.

Installation Timeline in Core Service Area:

- Installation order received on Tuesday by 5:00 pm will be completed on Wednesday (day 1) or Thursday (day 2)
- Installation order received on Thursday by 5:00 pm will be completed on Friday (day 1) or Monday (day 2).
- Installation order received on Friday by 5:00 pm will be completed on Monday (day 1) or Tuesday (day 2).
- Installation orders received after 5:00 pm weekdays, weekends or holidays will fall into the installation orders received on the next business day. A request received Sunday evening will be processed with work orders received on Monday and completed on Tuesday (day 1) or Wednesday (day 2).

Installation Timeline in Extended Service Area:

- Installation order received on Tuesday by 5:00 pm will be completed on Wednesday (day 1), Thursday (day 2) or Friday (day 3).

ORDER PLACEMENT:

All orders are sent via email to info@integrityimagingllc.com or filled out via our Photo Request Form (found on the "Contact" page of our website). Agent is responsible for providing complete and accurate property address information. This includes house number, correctly spelled street name, city, zip code, county, directions and cross street. It is imperative that the information provided is accurate to avoid delays, cancellation or additional charges. Agent is responsible for knowing, prior to placing order, if the posts are permissible at installation address. If an installer is turned away by the homeowner or the Homeowner Association (HOA), a trip charge will apply. Sign post installations on vacant land and construction sites must have locator stakes in place by agent prior to placing the installation order.

ORDER CHANGES/CANCELLATIONS:

Changes and Cancellations on your order before 5:00 pm on the day before your order is to be completed, please email the change to info@integrityimagingllc.com. Any changes or cancellations after 5:00 pm the day before your order is scheduled to be completed, please call (717) 816-1671. A trip charge may apply depending on the timing of the order cancellation.

RESOLVING SIGN POST ORDER ISSUES:

If there are any issues related to your sign post installation (i.e., missing/incorrect riders, missing/broken brochure box,) please place a service call via email info@integrityimagingllc.com. The issue will be corrected as soon as possible. If the post is leaning or fallen due to agent or homeowner removing and trying to reinstall the post, agent will be charged a trip charge.

AGENT INFORMATION:

Agent is responsible for providing accurate information. If the agent changes agencies, agent is responsible to notify us via email (info@integrityimagingllc.com) with the new agency. If agent fails to update agency information, a sign post installation may be completed with the wrong sign panel. In this situation, the agent will be charged a trip charge to install the correct sign panel.

SUMMARY LIST OF ADDITIONAL CHARGES:

Lost/Damaged Sign Post	\$75.00
Service Charge Panel Pick Up @ Agent	\$25.00
Service Charge Under Contract/Sold Signs	\$25.00
Service Charge New Post Replacement (1year)	\$35.00
Panel Swaps	\$25.00
Trip Charge	\$35.00
Missing Riders @ Removal	\$20.00
Missing Carabiner Clips @ Removal	\$15.00
Missing Brochure Box @ Removal	\$20.00

CORE AREAS OF SERVICE:	EXTENDED AREAS OF SERVICE:
<p>Pennsylvania: Adams County Cumberland County Dauphin County Franklin County York County</p> <p>Maryland: Carroll County (West) Frederick County Washington County (East)</p> <p>West Virginia: Berkley County Jefferson County</p>	<p>Pennsylvania: Fulton County Juniata County Lancaster County Lebanon County Perry County</p> <p>Maryland: Baltimore County Carroll County (East) Hartford County (North) Washington County (West)</p> <p>West Virginia: Morgan County</p> <p>Virginia: Frederick County (North)</p>
<p>Core Installation Service area equates to a two (2) business day timeframe</p>	<p>Extended Installation Service area equates to a three (3) business day timeframe. An additional installer travel allowance may apply for orders in our extended service areas up to \$35. Please email info@integrityimagingllc.com before placing installation order to determine if there is a surcharge.</p>