

Sign Depot

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Return Policy

Due to the nature of these signs being customized, the order cannot be returned for a credit or refund unless there are printing errors by cause of our production department.

Should you receive damaged, defective, or incorrect item(s), photographs of the product must be sent to Sign Depot within 15 days from the order date for further investigation. Failure to provide requested information, may exempt you from a credit or refund for that order.

In the event that our carrier delays your order, Sign Depot cannot be held responsible for the item(s) arriving after the provided estimated delivery date since we can only guarantee when the product will leave our facility.

If for any reason you need to return the product back to Sign Depot, bear the following in mind:

- All shipping and handling charges are non-refundable. Return-shipping and insurance costs are the responsibility of the customer.
- Any damage caused by accident, misuse, incorrect installation, or has been modified in any way will not be accepted. The package(s) will be returned to you without any credit or refund issued.
- All product(s) must be of full quantity as originally ordered. Any partially returned merchandise will not be accepted.
- All items returning to Sign Depot must be unused and include the original packaging materials.
- A copy of your original invoice must be returned with the merchandise.

Carrier Damage Claims:

All claims for breakage and/or damage, whether apparent or not, must be reported immediately to Sign Depot and the carrier. All merchandise damaged during shipping must be reported to Sign Depot within 3 days. Failure to report any claims for breakage and/or damage within 3 days shall be viewed as a waive to all damage claims. When a damage claim is made, you may be entitled to a reshipment of merchandise, however, you will not be entitled to a refund without approval by Sign Depot.