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# **KVO Industries**

Standard Terms and Conditions

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### KVO Standard Quotes

All KVO quotes include packaging and freight to your destination. Freight is based on ground service. Any rush shipping charges will be added to final invoice. Quotes are in US currency and do not include sales tax unless specifically indicated or requested in quotation document.

Quotes do not include hardware, shop drawings, installation, or any other items not specifically listed in quotation document.

Quotes are valid for a period of 90 days from the date shown on quotation. Quotes include standard file preparation which includes pre-flighting files, checking image resolution, and ensuring files are complete including all necessary fonts and linked images. Additional file preparation, if necessary, will be billed at a rate of \$75.00 per hour. KVO will provide an explanation of the necessary work and an estimate prior to commencing.

### Payment

**Typical terms are 1/3 down, 1/3 prior to shipping, with the final payment due net 30.** Exceptions are made based on specific circumstances that may include government agencies, municipalities, or other organizations where a deposit is not possible.

### Proofing

KVO Industries highly recommends using the appropriate proofing steps to ensure the final product arrives as intended. Please ask a sales representative to explain these steps in detail. Please note that these steps add to the turnaround time of a project but can reduce costly errors. **If proofing is waived by the client, KVO cannot be held responsible for mistakes or color inconsistencies in the final product.** Proofing charges are not included in our quotes unless specifically listed. Additional color proofing may be necessary in certain situations. If so, KVO will provide an estimate before proceeding with additional proofing.

### Color

Every sign product can have specific color limitations. KVO uses the Pantone Color Matching System primarily, but can also match most custom colors as long as a color swatch is provided. When four color process (CMYK) is utilized, please provide KVO a color proof for reference. It is normal that the final product may vary slightly in color from your original files or proofs. Color proofing is recommended in all cases (see proofing statement above). Please contact a KVO sales representative to discuss your color expectations.

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## Standard Terms and Conditions cont.

**Product Delivery** **High Pressure Laminate** has an estimated turnaround time of approximately 4 weeks from client's approval of color proofs.

**Vitratek Porcelain Enamel** has an estimated turnaround of approximately 6 weeks from client's approval of color proofs.

**NPS Exhibit Bases** have an estimated manufacturing time of approximately 10-12 weeks.

**KVO Exhibit Bases** have an estimated manufacturing time of approximately 6 weeks.

In all cases, allow 1 additional week for shipping unless expedited shipping arrangements have been made.

**Warranty** Please contact KVO Industries for detailed warranty information.

**For more information:** For more information about our Terms and Conditions or any of our other products or services please contact KVO Industries at:

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