



Installation Services > Business Practice

Service Requests

RealEstateSignPost utilizes an on-line order entry system to ensure your service requests are processed accurately and in a timely manner. Online order processing benefits include:

- Accurate and detailed information, reducing the amount of errors
- Convenience/Ease of Use – service requests can be made any time of day

Service Request Processing/Completion

Orders can be submitted 7 days a week through our online order system. We complete installations Tuesday through Saturday, with the exception of Holidays. Service Requests are processed and assigned for completion the next day, within our regular service area. Requests received after 4:00 p.m. are processed with the following day requests, and assigned for completion. The 4:00 p.m. cutoff allows our staff to properly process and distribute your orders efficiently.

Next Day Service Requests

Next day service requests are available for any order received Monday through Friday before 4:00 p.m.

Next Day Service Limitations

RealEstateSignPost makes every attempt to accommodate Next Day Service Requests. In some circumstances external forces interrupt our ability to provide such service, including:

- Gated communities
- Limited normal hours of operation for businesses

Post Placement

It is recommended that either the property owner or Real Estate Agent contact [Blue Stakes](#) to verify locations of utility lines prior to installation.

It is further recommended that the customer or property owner place markers to indicate the best location for post installation, and that instruction be included in the service request. We recommend using markers such as:

- Stake
- Flag
- Brick
- Rock – at least the size of grapefruit

(Note: At this time RealEstateSignPost does not provide appointments for installations, nor do our installers interface with property owners, therefore the placement of markers is the best solution for ensuring proper placement of a sign post.)

In the absence of markers and/or written instructions, RealEstateSignPost installers will use their best judgment for the placement of the sign post.

If the property owner or Real Estate Agent elects to accept liability for installation of the real estate sign post without benefit of [Blue Stakes](#) consultation RealEstateSignPost will accommodate the request. In the event of damage to utilities, RealEstateSignPost does not accept liability, and should any charges result, those fees will be passed on to the customer.

In the event of sprinkler line damage, RealEstateSignPost will make every attempt to repair the damage. If the damage is immediately observed by the installer, the repair will be made on the spot. If the damage is reported within 72 hours, an installer will return to the address to make repairs. RealEstateSignPost does not accept responsibility for the cost of repairs if the customer or property owner requests repair by anyone not employed by RealEstateSignPost.

It is RealEstateSignPost policy that only RealEstateSignPost employees remove or install our rented equipment.

Replace/Reset/Relocate Request

If it is requested that a post be reset or relocated, RealEstateSignPost will accommodate the request similarly to that of an installation request, with a reduced fee of only \$15.00.

If the post is stolen, missing or broken, RealEstateSignPost will charge a lost post fee of \$45.00, and for an additional \$15.00 trip charge, will place a new post on the property. The initial service agreement will remain in effect.

Trip Charge

RealEstateSignPost attempts to avoid miscommunication by having all orders submitted online. If RealEstateSignPost has failed to follow the instructions provided on the Service Request, RealEstateSignPost will return to the property to make corrections without additional charges. If the request for change is outside the scope of the initial Service Request, a trip charge of \$15.00 will be assessed.

Refusal by Owner/Tenant

In the event that a property owner or tenant refuses access to the property for sign post installation, RealEstateSignPost will contact the customer to advise of the situation. In lieu of the post installation fee, only a trip charge will be incurred. A new Service Request may be submitted when the issues are resolved.

Rental Fees

The RealEstateSignPost rental period is 6 months. This includes installation and removal of the post. If multiple posts and/or wall spiders are installed, each item installed will be assessed the subsequent fee. Please see *PRICES* for more information.

Replacing /Repairing Signs

RealEstateSignPost utilizes state of the art posts and Quik-Rings to attach your signs to the sign post. The use of these components eliminates a risk of failure of our equipment. Should the holes in your sign fail and strip out, we will attempt to repair the sign. If that is not possible, we will gladly replace the sign with another of your stock signs. Our fee for this service will be limited to a trip charge, \$15.00.

Reporting Errors

In the event of sign and/or sign post installation errors, the customer must notify RealEstateSignPost as soon as possible. Upon receipt of this notification, RealEstateSignPost will make every attempt to remedy the situation within 24 hours or less.

Communication

Communication is one of the most critical factors to our success in completing your service request accurately and in a timely manner. To enhance this communication, it is requested that the customer provide a telephone number where the customer can be contacted during normal business hours.

Liabilities

It is RealEstateSignPost policy that only RealEstateSignPost employees remove or install our rented equipment. If a property owner or customer elects to make changes to the installation all liability for such action shall be the responsibility of the customer. City and County regulations are in force to prevent accidents. Furthermore, signs must not be placed in easement areas or near corners.

Agent Riders

Agent riders or realtor signs are provided by the Agent or Realtor. RealEstateSignPost will maintain realtor signs and/or riders at our facility for installation with a service request. No additional fees are charged for storage.

Order Confirmation

RealEstateSignPost receives service requests via email. We will check our emails daily at 8:00 a.m, and many times throughout the day. Upon receipt of a service request, we will email the customer back confirming the receipt of the service request. If a confirmation email is not received within 24 hours of an order being submitted online, it is recommended that the customer re-submit the order online, or call us to confirm that the order has been received.

Home Owner Associations/Gated Communities

It is the responsibility of the property owner and/or agent to insure compliance with all Home Owner Association rules and regulations. RealEstateSignPost must have access to gated communities; when security guards are in place, it is recommended that authorization to enter the property be granted; when gate access codes are available, these should be submitted with the service request.

Damaged Post

In the unlikely event that a post or installation component is damaged while installed on the property, RealEstateSignPost will make every attempt to salvage the system. Fees for damage will be charged based on the degree of salvage ability, not to exceed the cost for lost post and/or components.