

At Iconic Signs, we not only have a prime focus on customer service, we also take great pride in producing outstanding quality. We strive to achieve a more personalised approach where attention to detail often takes a little more time and care.

Below we have outlined our production process from the initial quotation phase, right through to design, production and installation.

### QUOTATION

Simply phone, email or call in to our office to request an obligation free quote or consultation. For certain signage a site inspection may also be required.

Once we gather all the relevant information we need, such as measurements, photographs and creative assets such as logos, images and artwork specifications, we can then help guide you in the best direction to not only suit signage needs, but also your budget.

Depending on the scope of the work, once calculated, we typically send out quotations via email within 2 to 3 working days.

### ARTWORK LAYOUT & DESIGN

Once you accept a quotation, we will then send you an invoice via email and once payment has been made, your order will progress to our design department.

Depending on the complexity, artwork setup can typically take 1 to 3 working days. When ready, artwork proofs will be emailed to you for you to review.

2x artwork revisions (for minor changes) are included with each item of each order and all artwork must be approved in writing. Any further revisions may incur additional artwork design charges.

### PRODUCTION & INSTALLATION

Once all artwork has been approved, your order will then progress into our production department and depending on the scope of the order, average production times typically fall within 5 to 7 working days.

For more complex or larger scale, fabricated orders, 15 to 20 working days are usually required.

Upon completion of your order, we will contact you in regards to pick up, delivery or to schedule any installation.

Please note, production and installation times can vary considerably and most lead times can usually be met much sooner.

