

POLICIES / PROCEDURES FOR SUCCESSFUL WORK ORDER REQUESTS

1. **Time frame:** If your order is received by 4:30 pm, the work request will be completed within the following 1 to 2 business days after the request is received if it is in our service area and weather permitting.
2. **Out of service area requests** to be completed within 5 business days after the request is received. Please visit our website at www.deesignca.com for service area.
3. **To help us service your request in a timely manner, we ask you to note the following:**
 - a. **Dogs are not to be in the yard** the day your request is to be completed.
 - b. **If there is a gate / fence, please supply the gate code or have the gate unlocked** so our driver has access to the property at both the time of installation and the removal.
 - c. **If there is a fence and a taller post is needed, please supply that information at time of installation.** A 10' post is \$10.00 additional, 12' post \$12.00 additional.
 - d. **If there is a Homeowner's Association, please check with them as to sign restrictions** and note those restrictions on your order
 - e. **Signs must be accessible to the driver when requesting a removal or a trip charge will apply.**
 - f. **If the installation needs to be in an exact location, or the property for sale is a lot, please note this on your request, mark the location where the sign is to be installed on the property and fax us a hand-drawn detailed map** and any other map you have access to (with cross streets, driveways, house numbers next door, etc.)
 - g. **If you would like us to send you some markers, please call our office.**