

MISTER POSTMAN SERVICE AGREEMENT

Service Requests Processing/Completion

Mister Postman utilizes an online 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

Orders can be submitted 7 days a week through our online order system. We complete work orders Monday through Saturday with the exception of Holidays. **Service order requests must be received before 3:00 p.m. to receive Next Day installation.** The 3:00 p.m. cutoff allows our staff to properly process and distribute your orders efficiently.

Next Service Day Limitations

MISTER POSTMAN makes every attempt to accommodate Next Day Service Requests. In some circumstances external forces interrupt our ability to provide such service. Examples of such circumstances include but are not limited to:

- Gated communities
- Limited normal hours of operation for businesses

Post Placement

MISTER POSTMAN all instructions from the customer as to location of placement with regard for all ordinances and regulations.

It is recommended that either the property owner or Real Estate Agent contact Mister Postman 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 a stake, flag, brick, or large landscaping rock.**

(Note: At this time, MISTER POSTMAN 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, MISTER POSTMAN 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 Mister Postman consultation, MISTER POSTMAN will accommodate the request. In the event of damage to utilities, MISTER POSTMAN 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, MISTER POSTMAN 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. MISTER POSTMAN does not accept responsibility for the cost of repairs if the customer or property owner requests repair by anyone not employed by MISTER POSTMAN.

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

Replace/Reset/Relocate Request

If it is requested that a post be reset or relocated, MISTER POSTMAN will accommodate the request similarly to that of an installation request, with a reduced fee starting at \$15.00 depending on location. The initial service agreement will remain in effect.

Trip Charge

MISTER POSTMAN attempts to avoid miscommunication by having all orders submitted online. If MISTER POSTMAN has failed to follow the instructions provided on the Service Request, MISTER POSTMAN 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 starting at \$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, MISTER POSTMAN will contact the customer to advise of the situation. In lieu of the post installation fee, only a trip charge of \$12.00 will be incurred. A new Service Request may be submitted when the issues are resolved.

Rental Fees

The MISTER POSTMAN rental period is 6 months. The first 6 months is charged at \$25.00 a post. A renewal fee/ post maintenance fee of \$15.00 will be charged for every 6 month period following the initial 6 month rental period. If multiple posts are installed, each item installed will be assessed a \$15.00.

Replacing /Repairing Signs

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, starting at \$15.00 depending on location.

Reporting Errors

In the event of sign and/or sign post installation errors, the customer must notify MISTER POSTMAN as soon as possible. Upon receipt of this notification, MISTER POSTMAN 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 MISTER POSTMAN policy that only MISTER POSTMAN 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. MISTER POSTMAN must be made aware of all utilities and water lines (including sprinklers). In the event of sprinkler line damage, MISTER POSTMAN 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. MISTER POSTMAN does not accept responsibility for the cost of repairs if not given reasonable notice and time to remedy the situation.

Agent Riders

Agent riders or realtor signs are to be provided by the Agent or Realtor. MISTER POSTMAN will maintain realtor signs and/or riders at our facility for installation with a service request. No additional fees are charged for storage. In the case of damage or loss prior to installation, provide compensation by replacing with a sign of comparable value.

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. MISTER POSTMAN 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, MISTER POSTMAN 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 (see pricelist).

Missing post

Missing post that was never called in for removal is subject to a \$25.00 charge.

CUSTOMER RESPONSIBILITIES:

1. Pay for all services upon ordering on-line; this service agreement serves as authorization for MISTER POSTMAN to process your credit card for payment of installation and post maintenance.
2. Reimburse MISTER POSTMAN for:
 - a. Any damaged, lost or stolen rental equipment
 - b. Fines resulting from incorrect placement of a post, as directed or moved by the property owner or agent
 - c. Fees from utility companies for damaged lines, if customer did not have blue stakes confirm location of utilities prior to installation.
3. Facilitate the recovery of signs, posts and components
4. Obtain authorization from appropriate entity when covenants or associations govern a community in which a property is located.
5. Provide detailed, accurate and complete instructions for installation, including:
 - a. Address, parcel number, cross streets, map coordinates (as information is available)
 - b. Site markers for installation location
 - c. Telephone number on realtor sign
 - d. Billing telephone number