

Last Revised 12-28-2025

SALES & PURCHASE AGREEMENT

The Terms of this Sales and Purchase Agreement (hereafter referred to as the “Agreement”) govern the purchase of products or services from Affordable Signs of San Antonio dba Vinyl Signs (hereafter referred to as “Vinyl Signs”). By placing an order, you, the customer, acknowledge that you have read this Agreement and agree to be bound by its terms. This Agreement governs your use of Vinyl Signs’ services and website. It is intended to provide binding information and terms regarding the policies applicable to purchases made from Vinyl Signs by a customer.

PURCHASE POLICY

(Relates only Customers that DO NOT have an open Trade Credit Account with Vinyl Signs)

The Customer agrees that production of their sign order will not begin until the 50% deposit required by our purchase policy has been received by Vinyls Signs. The customer agrees to pay the balance for each completed order immediately upon completion of the installation process. If payment is not received at that time, Vinyl Signs has the right to charge the Customer’s original payment method, such as the credit or debit card on file, for the outstanding balance within 24 hours of completion, unless a prior written agreement has been reached by both parties or a dispute exists that may result in a redo of the sign project or arbitration, as set out in the arbitration terms of this agreement. The Customer further agrees that ownership of their sign will not transfer until Vinyl Signs has received the remaining balance of the completed order.

AI-ENHANCED IMAGES AND PROOFING

Some products may be produced using images or artwork that have been processed, adjusted, or enhanced with artificial intelligence or automated image-processing tools (“AI Enhancement”) to improve print readiness - for example, through resolution upscaling, color correction, background cleanup, or defect repair. AI Enhancement is intended to improve, not alter, the substance of your uploaded image, but automated processing may occasionally produce unexpected results. Vinyl Signs does not guarantee that AI Enhancement will reproduce the exact appearance, likeness, or detail of your original image.

COLOR AND VISUAL MATCHING

Vinyl Signs provides layout and specification documents (the proof) that customers can view online through their email platforms and will display on customers' screens ("Monitors"). Monitors may show images and colors in different ways depending on hardware and software settings. Because there is no universal standard that all Monitors follow, an image may appear differently from one monitor to another. In addition, computer monitors display images using light and RGB color models. Vinyl Signs produces products using a variety of methods, including CMYK, PMS, and others, which do not use light. Accordingly, you agree that Vinyl Signs does not guarantee that the colors shown on your screen will match the colors of the purchased product. Vinyl Signs makes every effort to ensure that on-screen colors are as accurate as possible in relation to the finished product; however, differences in monitors and the inherent differences between light and pigment make it impossible to guarantee matching colors for all users. Therefore, the customer agrees that layout and specifications are governed by the dimensions, item codes, CMYK, and PMS values specified in writing within the proof, and not by visual appearance.

MATERIALS

Vinyl Signs sells products made from a variety of materials, including corrugated plastic, aluminum (DiBond), decals (digitally printed vinyl), perforated window graphics (digitally printed perforated vinyl), cut sign-grade vinyl, and acrylic. However, this list is not exhaustive, and we reserve the right to use additional materials as needed. You agree that you have read our website material descriptions and have been shown samples of the materials to be used by a representative of Vinyl Signs and/or have conducted your own research, and that you understand what each of these materials is and what you are purchasing. Vinyl Signs only guarantees that you will receive the materials specified in the quote for each job provided to you before your purchase. You agree that Vinyl Signs is not responsible for products received that are made from materials the purchaser believed to be something other than those specified in the agreed-upon quote for each job and the customer-signed proof. For example, Vinyl Signs is not responsible if the perforated window graphics received by the purchaser do not match the purchaser's expectations of what perforated window graphics would be.

PRODUCTION TIME

Vinyl Signs works diligently to ensure that orders are produced and delivered by the guaranteed delivery date specified in the order confirmation. Orders placed after 1:00 p.m. Central Time, or on weekends, are considered to have been placed on the next business day. You agree that

Vinyl Signs will require at least 7 business days to produce your order, and that production may take longer than 7 business days depending on materials chosen, specifications required and other factors pertinent to production. You also agree that our installation timeline may depend on how quickly you respond to our inquiries regarding your order and/or installation scheduling.

DEFECTS

Vinyl Signs warrants that the products it sells are free from manufacturing defects. If a product fails or breaks due to a manufacturing defect, and not as a result of misuse or damage outside the warranty terms of Vinyl Signs and within the warranty period, you agree to take a photograph of the failed or broken product and send the photograph or the original failed or broken product to Vinyl Signs. Upon receipt of the product or photograph, Vinyl Signs will arrange a replacement, issue store credit, or provide a refund to the original payment method for the purchase price of the failed or broken product(s). Vinyl Signs does not guarantee that its products will be suitable for any intended purpose or for use in conditions for which they were not designed. You agree that determination of whether a product's failure or breakage is due to a manufacturing defect is within the sole discretion of Vinyl Signs. You further agree to provide full and complete information regarding the circumstances of the failure or breakage, including, but not limited to, the product's use, the conditions under which it was used, and any other information necessary to enable Vinyl Signs to make an informed determination as to the cause of the failure or breakage.

CHANGING AN ORDER

Vinyl Signs provides multiple opportunities to review and revise your order during the sign purchase process. You agree that Vinyl Signs may be unable to make changes once the cutting, manufacturing, and assembly process has begun. By signing and returning the proof provided, you confirm that you have reviewed your order and that no further additions, corrections, or changes are needed, and that your order is final as submitted, thereby triggering the manufacturing process.

DISPUTE RESOLUTION/WAIVER of TRIAL

All disputes arising out of, relating to, or connected with this Agreement or your use of any part of the Vinyl Signs Service shall be resolved exclusively through confidential, binding arbitration in Bexar County, Texas, before a single arbitrator, in accordance with the Rules of the American

Arbitration Association and under Texas law, without regard to conflict-of-law principles. The arbitrator's award shall be final and binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under the Agreement may be joined with any arbitration involving any other party subject to the Agreement, whether through class arbitration or otherwise. Any action to enforce an arbitrator's award shall be brought in a federal or state court located in Bexar County, Texas. Each party irrevocably submits to the personal jurisdiction of the federal and state courts in Bexar County, Texas. By agreeing that arbitration is the exclusive remedy, you waive your right to sue Vinyl Signs in court or to have a jury decide any dispute arising out of, relating to, or connected with this Agreement or your use of any part of the Vinyl Signs Service. You understand that this waiver of jury trial is made voluntarily, knowingly, and free from duress or coercion. By entering into the Agreement, you also irrevocably waive any right to join your claims with those of others in a class action or similar proceeding. Any claim arising out of, relating to, or connected with the Agreement or your use of any part of the Vinyl Signs Service must be brought individually. Notwithstanding anything to the contrary in this Section, Vinyl Signs may seek equitable relief, including injunctive relief and specific performance, without posting bonds or other security and without proving that monetary damages are inadequate, in a court of competent authority.