



Everbrite
Identity Systems Division

Ordering Instructions

Please refer to the product sell sheets and current price list for product descriptions, part numbers and pricing. Everbrite's Customer Service Personnel are happy to answer any questions that you might have and look forward to being of service.

1. Contact Everbrite at:

800.558.3888 x181 (Mon. through Fri. 8:00am to 5:00pm)
ask for **Mr. Jason Schmieden – Account Manager for Crown Central**
(you can also contact via email JSchmied@Everbrite.com)

2. You'll be asked some general questions so that we can get started:

Contact name for this order? Company name? Station location / Store Number?
Phone number / Fax number? Best time & way to contact you?
Email address if available

3. Let us know what product(s) you are interested in ordering and feel free to ask any questions you might have. Should you have questions about existing foundations, electrical, or permits a site survey must be obtained.

At least one of the three items below must be submitted to Everbrite:

- A) Standard Order Form
- B) Custom Face/LED Retrofit Quote Request
- C) Site Survey by Everbrite

4. Our Account Manager will take this information and if required, will have a design rendered that will show you how your new sign(s) will look. This generally takes a week to complete. When you receive your design, you will also receive a firm quotation that will take into consideration any special requirements you may have.

Note: If we are doing the installation, quote may take a few days longer.

5. You will be advised of manufacturing lead times (usually four to six weeks for standard items, and six to eight weeks for custom items) and of any other requirements we might need before your order can be entered such as a survey form for retrofit orders (fitting new sign components to your existing cabinets).

6. Once you have placed your order, you will be given a confirmation advising that we are in receipt of your order and when you can expect shipment.

7. Our terms of sale require full payment upfront on orders of less than \$5000.00. Larger dollar amount orders will require 50% upfront with the balance due prior shipment. Freight will be invoiced after the product ships. Payment can be made via check or credit card.

Thank you, we look forward to being of service