

Unlocking the Magnitude of Your Ideas: Your Project Guide to Seamless Partnership

THE MAGNITUDE METHOD: **CLEAR, CREATIVE, COLLABORATIVE**



ACCOUNT SETUP

NEW CLIENT SETUP:

WHAT WE NEED TO CREATE YOUR ACCOUNT

To set up your account in our system, please provide the following information:

- Company Name
- Company Address
- Main Contact Name & Email
- Accounts Payable Contact & Email
- Tax-Exempt Documentation (if applicable)



This information ensures accurate billing, communication, and project setup from day one.

CUSTOMER PORTAL ACCESS

Once your account is created, you'll receive an email link to access our secure Customer Portal.

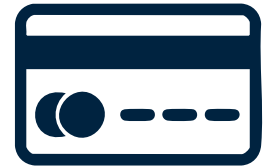


Inside the portal, you can:

- View and approve **estimates, proofs, and quotes**
- Make **secure payments**
- Track **orders in progress**
- Add **project notes** and communicate directly with our team

Your Project Manager and Salesperson are automatically notified of all approvals, payments, and updates; keeping everyone aligned and your project moving.

PAYMENT REQUIREMENTS



All new clients begin as **COD (Cash on Delivery)** accounts.

STANDARD PAYMENT STRUCTURE

- **50% deposit** required from both **Cash on Delivery (COD)** and **Credit** account clients.
- Remaining balance due upon completion or delivery

ACCEPTED PAYMENT METHODS

- **Credit Card** (4% authorization fee)
- **ACH** (no fee)
- **Check** (no fee)

ELIGIBILITY FOR CREDIT TERMS

You may qualify for a credit account once you have:

- Completed **\$5,000** in fully paid business
- Maintained **3 months** of consistent, on-time payments

Once these terms are met, we'll review and assign a credit limit tailored to your account.

PROJECT WORKFLOW

HOW YOUR PROJECT TEAM WORKS

Every project is supported by a dedicated team focused on clarity, communication, and smooth execution:

- **Salesperson** - Gathers project goals, details, and specifications
- **Project Manager** - Guides and manages the entire project lifecycle to ensure it stays on time and within budget
- **Install Manager** - Handles code checks, permitting, and installation scheduling



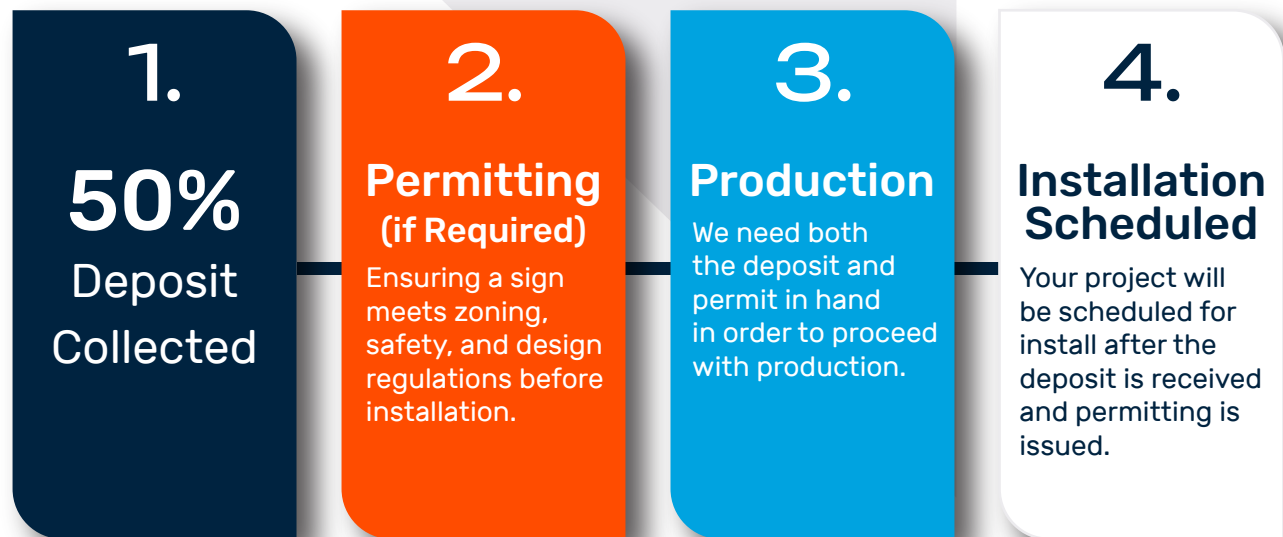
PROJECT TIMELINE & WORKFLOW

- **Estimates** delivered within **48 hours**, once all required information is received.
- **Production lead times** are typically **7-10 business days**, depending on workload.
- **Rush fees** may apply when timelines need to be accelerated.

Please Note: The lead times noted above, applies to items we produce in our facility. Projects requiring outsourced materials or services may have adjusted timelines.

INSTALLATION & PRODUCTION SCHEDULING

To keep your project moving smoothly, we follow this sequence:



This structure ensures accuracy, compliance, and efficiency at every stage.

SHIPPING & FREIGHT INFORMATION

- We can use your shipping or freight account numbers
- **Estimated** shipping cost is provided upfront
- **Final costs** may change once production is complete and package size/weight are confirmed
- **Freight costs are not final until the carrier confirms delivery**

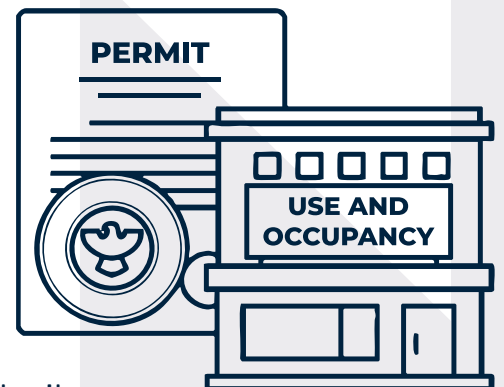
PERMITTING: WHAT TO KNOW

Magnitude manages all permitting for signs we produce and install - including preparation, submission, coordination with the city, and code-checking all designs for compliance.

- **Revisions may be required** if the city requests changes.
- **Permit timelines vary by jurisdiction and depend on municipal review speeds.**

A valid **Use & Occupancy (U&O)** letter is required before we can submit; this must be **provided by the client**.

No fabrication or installation can begin until the permit is approved; install dates depend on permit issuance



EXCELLENCE IS OUR BASELINE

ONE AND DONE, ON TIME

How we deliver:

- We aim to get it right the first time - no rework, no surprises
- We stay on schedule and within budget through clear planning and communication
- We stock our most-used materials in-house and on consignment, allowing fast turn times and stable pricing
- Our processes are built for reliability, so your project moves smoothly from approval to install



FINAL ARTWORK APPROVAL

Replying "Approved" confirms your final approval of:

- | | | | |
|-----------|-------------|--------------|-----------|
| • Artwork | • Sizing | • Quantities | • Install |
| • Colors | • Materials | • Mounting | Location |

Any errors not corrected prior to approval will be produced as shown, and may result in additional costs.

UNITE AND ELEVATE

YOUR PARTNER IN SIGNAGE & BRANDED ENVIRONMENTS

We're more than a vendor — we're a long-term partner for your signage, vehicle graphics, and environmental branding needs. Our relationships don't end when a project is installed; we stay connected, support your growth, and show up whenever your brand needs to evolve, expand, or refresh.

If you ever have questions, need guidance, or want to explore new ideas, reach out anytime. We're here to help bring your vision to life.



MAGNITUDE
MANUFACTURING . ART . IDENTITY