

Credit Card Policy

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

Security Policy

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Refund Policy

Please understand that Visible Graphics, Inc. fabricates and installs custom sign products manufactured for the specific end users and therefore all sales are final. We do offer one of the industry's best Warranty packages and will resolve any Customer Service or Product issue within 72 hours. Please call our toll free customer service at 800-525-5519. Additional warranty information can be found on your Visible Graphics, Inc. Sales Agreement.

Shipping/Delivery Policy

Please be assured that your items will ship out FOB upon receipt of payment and completion of fabrication. We determine the most efficient shipping carrier for your order. The carriers that may be used are: Common Carrier 3-5 day ground, U.S. Postal Service (USPS), United Parcel Service (UPS) or FedEx. Sorry but we cannot ship to P.O. Boxes. If you're trying to estimate when a package will be delivered, please note the following: Credit card authorization and verification must be received prior to processing. Federal Express and UPS deliveries occur Monday through Friday, excluding holidays. If you require express or 2 day shipping, please call us at 800-525-5519 for charges.

PLEASE NOTE: *Out of state orders WILL NOT be charged sales tax.*