

NAME OF PROJECT:



TERMS AND CONDITIONS: NEON

Our Neon artworks are exclusive to ECLECTIC COOL. We work with our clients to create original and beautiful artworks that, with correct usage, you will be able to enjoy for many years to come.

Please read carefully our description & terms and conditions of ordering to ensure that your neon is exactly as you would like.

#### OUR PRODUCT

**PRICING:** The price of the neon is dependent on the number of colours used, the size of the finished piece, any special requests such as installation and length of cord and shipping. You can also hang your neons outdoors, there is a small additional charge for this. Please contact us for an accurate quote.

**DESIGN:** If you supply us with a design, for example, your handwriting sample, there will be no design fee applicable. However, if you would like us to design a graphic etc we will charge a design based on the hourly rate of HKD500 per hour. We can give you an accurate estimate on how long it will take to design your piece.

**REVISIONS:** After we begin your design, we will supply a PDF image of the finished design for your approval. You can then give us any revisions to this design which we will change at no extra cost. After this initial round, you will then be given another PDF version for final approval. Any extra revisions will be charged at HKD500 per hour.

**DISPLAY:** Our neons are customarily encased in an clear acrylic box which allows them to be displayed in different ways, however we can supply according your specific requirements. This may have an impact on the price. Please specify any particular colour of cord required. and the side that you would like the cord to hang. We also supply a chain so that your neon sign is able to be suspended.

**PRODUCTION AND DELIVERY:** Our neon signs usually take 25 business days to complete once the final design is approved and it goes into production. There is an extra charge to deliver the neon outside HK Island as neons are fragile and need to be delivered carefully. We suggest unless the neon is large that customers pick up from our Po Hing Fong store.

**THE FINAL PRODUCT:** Our neons are handmade and all care is taken to ensure that the neon is produced as closely to the design as possible. However, due to the nature of glass and a margin of human error, there may be minor differences between the design and the

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Sheung Wan HONG KONG  
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finished product. This is not a fault of the product but is part of the beauty of the material. It means you will receive a truly original product!

CANCELLATIONS: If you wish to cancel your order, then a minimum fee of 15% of the quoted price shall be payable on cancellation, provided that the design and manufacturing of the neon has not commenced and that no expenditure and expense has been incurred by Eclectic Cool. When design and production has commenced at the time of cancellation, then the client shall be liable for the payment of the costs of production or expenses up to the date of cancellation plus payment of loss of profit or damages suffered by us as a result of such cancellation.

I understand and accept these terms and conditions.

SIGNED: \_\_\_\_\_

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

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