

INpost policy update

The purpose of this memo is to clarify our policies & announce revisions effective April 1, 2025.

We make every effort to complete your sign request within 2 business days of **receipt by INpost**. The deadline for receipt is **6 pm**.

Examples: A request received on Monday before 5 pm will be installed/removed by the end of the day on Wednesday.
A request received on Friday will be installed/removed by the end of the day on Tuesday.
Note: We do **not** consider Saturday and Sunday business days.

- ◆ In order to prevent misunderstandings/inaudible phone messages, please use our **WEBSITE** to request your installation/removal/repair of signs
- ◆ Include: Directions to property and City
- ◆ **Accurately** tell us Street, Avenue, Drive, Lane, Court, etc. and North, South, East or West

Vacant Lots or Land

Must be marked by agent or property owner to ensure accurate placement

Schedule for Installations/Removals

Monday & Wednesday: Address West of Meridian Tuesday & Thursday: Address East of Meridian
Friday: Every effort is made to install **all signs ordered by 6 pm on Thursday**

The installation charge is **\$40.00** includes installation & removal of post and shingle for 365 days. We will service the install once (for installation errors, unsatisfactory placement or weather damage) and store your shingles at no charge. Note: Due to neighborhood restrictions, easements, tree roots and buried utilities, there is a possibility the post will not be installed in the most ideal location. **We do NOT pickup riders** (e.g. SOLD, pool, basement, etc). Riders will be left on the front porch.

A \$20 fee will be charged for the following reasons:

- ◆ Additional trips
- ◆ Customer refuses installation
- ◆ Invalid address/unable to find property
- ◆ Duplicate request for installation or removal – if you are unsure if a sign has been installed or removed, please check your in-ground list on our website.
- ◆ We service Marion County and the following, but not limited to, areas:

Avon	Danville	Ingalls	Mooreville	Pendleton
Brownsburg	Franklin	Lapel	New Palestine	Pittsboro
Camby	Greenfield	Lebanon	New Whiteland	Plainfield
Greenwood-Johnson County				Whitestown

A \$150 fee may be charged for the following reasons:

- ◆ Lost Post – if post is not found at address upon pick up, we will email a letter stating the post could not be found. We will return once to pick up post after confirmation the post has been found and is accessible for us to pick up. If post is not recovered within 2 weeks there will be a \$150 Lost Post charge. We would MUCH rather retrieve the post than charge a fee.
- ◆ Damaged/Destroyed Post - example - post is broken in half from weather, damaged during new construction, hit by a car, vandalized or stolen)

We appreciate your business and look forward to working with you. Please feel free to call/text us at 317-361-7567 if you have any questions.