From the desk of Pete Ordway

Since our inception in 1983, Ordway Sign Supply has tried to service you, the customer, to the best of our ability. We realize you have many choices from whom to get your equipment and supplies, and we strive for a level of service that keeps you coming back again and again. Our family run business continues to grow with the help of customers like you.

As signmakers ourselves, we were frustrated by not having a local supplier in the immediate area. Discovering other local signmakers had the same problem, we opened Ordway Sign Supply to fill this void. The closest supplier at the time was in downtown L.A., and if you ever traveled L.A.’s freeways, you know what a mess it can be. The San Fernando Valley, and specifically Van Nuys is about 25 miles north of L.A.

Along with Paints, Brushes, Sign Blanks, and such, we started producing vinyl lettering for the trade. Like just about everyone else, we put an old Gerber 48 to hell and back. From there we bought an Anagraph and then began selling complete systems. Outlasting our dealerships with Technoarts, and HTD (they both went belly up), putting plotters and software together was a natural revolution. Technology and the vinyl revolution has changed the way signs are made, and we are changing along with them. Now that digital printing is opening new doors of opportunity, it has become the next revolution. We continue our commitment to stay at the forefront of technology, and offering you new ways to be more profitable in this exciting and ever changing profession.

I hope you enjoy our catalog, and find it useful. Many long nights were put into it. (My wife can tell you about the affair she thinks I’m having with my computer!)

My family and I thank you for your support...

Sincerely,

Pete Ordway

Store Hours

We are open Monday-Friday 8:00 am to 5:00 pm PST. Saturday 9:00 am to 1:00 pm PST. Our online store is open 24/7/365 at www.SignSupply.com.

Pricing

Prices and specifications listed are subject to change without notice. We are not responsible for errors in photos or typos. Unless otherwise noted, any specials or coupons will be valid for a maximum of 60 days.

Payment

Cash, Company Check, Visa, MasterCard, American Express, Discover, PayPal, and Bank Wire Transfer are accepted. Company checks may require bank clearance prior to shipment. Accounts, subject to prior credit approval, are payable within thirty days. Accounts past thirty days are subject to cancellation and 2% per month interest until they are paid. All returned checks are subject to a $25 handling fee. All shipments are FOB Van Nuys, California, via United Parcel Service, unless other arrangements are made. A nominal charge may be applied for handling and packaging. Shipping of Hazardous material requires a higher handling charge in addition to the ups hazardous charges. Shipping sign blanks may require additional protective packaging which will incur additional packaging costs.

Sales Tax

Ordway Sign Supply, Inc. is required by California State Law to have on file a valid California Resale Permit for California customers who wish to purchase items without sales tax. This covers items you intend to re-sell only. A resale card is available upon request and must be in our possession at the time of a non-taxable purchase. We are not required to charge sales tax on out of state sales.

Returns

Returns are subject to the following terms:

- Items that are eligible for return must be returned to Ordway Sign Supply in the same condition, and in the original packaging as when we shipped.
- Returned items are subject to a restocking fee of up to 25%.
- All returned items must have an RMA (return merchandise authorization) number outside the box, which is issued by Ordway Sign Supply prior to return.
- Refunds may be issued in the form of store credit at the discretion of Ordway Sign Supply.
- Items such as CD’s, DVD’s, software, books, cannot be returned once the package has been opened.
- Any defects, shortages, or damage must be reported to Ordway Sign Supply within 7 days of receipt.
- There are no returns after 30 days.
- Unless there is an error on our part, original shipping charges are not refundable.

Warranty

All products are determined to be suitable for use by the user. All statements, technical information, and recommendations given by Ordway Sign Supply, Inc., are based upon tests believed to be reliable, but do not constitute a guarantee or warranty. All products are sold with the understanding that the purchaser has independently determined the suitability of the products for their own use.

We will honor the manufactures technical evaluation of suspected material and at no such time we will be responsible for claims beyond the replacement value of the defective product or in any way be liable or responsible for consequential or incidental damages.

No salesman, representative, or agent of Ordway Sign Supply, Inc. is authorized to give any guarantee, warranty, or make any claims contrary to the above.

Shipping

Unless other arrangements are made, items are most commonly shipped via UPS. Most items are FOB Van Nuys, California. Were possible, many items may be shipped from affiliates in Illinois, Indiana, Ohio, Georgia, and elsewhere. We will make every effort to ship from the location that makes the most sense to reduce time or freight costs. Items can also be special ordered and drop shipped from the manufacturer.