



TOP LINE SIGN CO. PRODUCTION PROCESS

WHAT TO EXPECT AFTER YOU'VE PLACED YOUR PROJECT ORDER

We are ALWAYS 6-8 weeks out from date of payment received unless a rush date has been previously agreed upon

Questions and answers below to help understand our process and our production timeline

1. INVOICE PAID Make sure you read over the specs on the invoice to ensure accuracy

Q: What happens next with my project?

- a. If we've already nailed down the specs + design the project will go onto the production list on the date of payment received
- b. If we have NOT completed the specs + design we will start on the designing process based on our conversations and earlier agreements about the approval process

2. THE PRODUCTION LIST

Once the invoice is paid you go onto our production list where there are usually 30-40 projects working through the production process.

Within 1-2 days of payment your project will be cut where the piece will wait in line for the next stages of production.

1. Cut the piece out of US Steel with our laser jet or CNC plasma cutter
2. Grind, sand and carefully get the piece ready for the next steps of production
3. Work through the channeling, finish, mounting, rigging and wiring steps which can take several weeks depending on the size and complexity of the project and the depth of the production list
4. Set up shipping based on size and weight
5. Box, package, crate or wrap the piece depending on size, weight and shipping method.

3. IF WE HAVE AGREED UPON A "NEEDED BY" DATE

Q: What happens if we've agreed upon a specific date for completion?

If you need your project for a specific installation date this is something we would have agreed upon before the invoice is paid and the date will be notated on the invoice. We have this on our production calendar and in all our production notes. We have NEVER missed a deadline. There is no need to worry or check in often. We have it covered and will ship in plenty of time for your piece to arrive by the "needed by" date.

4. A REGULAR PRODUCTION CYCLE

Q: We didn't agree on a specific date but I want my project completed as quickly as possible?

If we have NOT agreed upon a specific shipping date your piece will ship within a 6-8 week window depending on the complexity and size of your project and depth of our current production list.

Q: Why is it 8-10 weeks?

A: We normally have 30-40 projects on the production list so your project

We have been in business since 2013 providing signage, functional art and handcrafted metal work to businesses large and small, designers, homes, stage productions, non profits, restaurants, bars, salons, shopping centers, grocery stores, government facilities and beyond. We have a 100% FIVE STAR rating on Etsy and are well respected members of the business community of Nashville, TN. Check out our site and Instagram for more examples of our work.



