

ORDERING INFORMATION

How to find us

- Phone (8:00 am – 4:30 pm)
410-781-4000
Toll Free 1-800-368-2295
- Or Try Our Fax Line 24 Hours a Day
410-781-4673
- E-Mail us at sign@shannonbaum.com
- Mailing Address
105 Competitive Goals Dr.
Eldersburg, MD 21784
- Call our Customer Service Representatives for Fast Quotes, Questions, and Answers to Technical Problems.



Terms and Conditions

- Invoice terms are Net 30 Days with prior credit approval. Visa and Mastercard are accepted. Amounts unpaid after 30 days shall be assessed a finance charge of 1 1/2% per month. Orders received from past due accounts will be processed on COD terms until the account becomes current. We reserve the right to require a deposit on an order when necessary.
- We prefer that orders for street name signs and non-standard signs be typed or printed clearly and faxed to us in order to eliminate errors.

Shipping Options

- Our Delivery
Shannon-Baum Signs Delivers! We have several delivery vehicles to accommodate your orders.
- Standard Shipping
Orders will be shipped via "best way" unless otherwise specified. Current published rates plus handling charges will be added to your invoice.
- Express Shipping
Next-Day and 2-Day services are available.
- C.O.D.
Check or Money Order are acceptable.
- Drop Shipments
Shipments to more than one location can be arranged at the time you place your order.
- Upon Receipt of Your Order
Please check all goods carefully. To return merchandise, call our customer service department for a return authorization number. No returns will be accepted without a return authorization number. Except as otherwise noted, no material will be accepted for return after 30 days from date of shipment. Any claims or discrepancies in shipment must be made within one week of receipt of merchandise.

Color Choices & Proofs

- See the inside back cover for our Color Selection Guide. It showcases our vinyl and reflective color choices. We can also match PMS colors for an extra charge.
- We will provide a black & white proof of your sign upon request. Please note, however, that requesting a proof may extend the total production time of your sign.