

SPORTS GRAPHICS, INC. FAQ

WALL PADS

Q: Can I get custom pads to fit my entire gym over and above the packages shown in the flyer?

A: Yes. You supply us with the dimensions and we can supply you with the amount of pads you may need and any additional pricing information.

Q: Does the fancy center pad come in many small pieces that need to be put together?

A: No. The UltraMat is made with one solid 6' x 12' wood backer and the Mini UltraMat is made with one solid 6' x 6' wood backer to ensure the most convenient installation process.

Q: How thick are the pads?

A: The UltraMat, Mini UltraMat, and Scorers Table pad are all made with 2-1/2" contoured foam with a 1/2" wood backer for a total of 3" thick. Standard Panel mats are made with 2" thick foam and a 1/2" wood backer for a total of 2-1/2" thick. Custom foam thicknesses are available upon request.

Q: If necessary, do you do cut outs for outlets?

A: Every job is custom made to fit your facility. If cut outs are needed, we can do them for a small fee.

Q: Can you use our custom logo?

A: Yes. We can use your logo or you can choose from SportsGraphics' library of over 700+ logos.

Q: Are the pads easy to install?

A: Yes. All of the hardware and installation instructions are INCLUDED with your order—no extra or hidden charges. They simply screw right into the wall, with indicators as to where the hardware is placed.

Q: Are there any additional fees to add a sponsor name, logo, or "Donated by..." indicator?

A: No, we can print a sponsors name or logo or both at no additional charge.

Q: How do stage pads work?

A: Our stage padding can be installed to best fit your facilities needs. They can install in 3 different ways:

1. The standard installation method is with hinges. This allows a permanent attachment with easy access to under the stage storage.
2. If there is no storage under the stage, the pads can be installed with flat brackets (similar in shape & size to a hinge) or directly through the front of the pad like the UltraMat (see installation guide).
3. Velcro attachment can be used but is not recommended because of the following reasons:
 - a. Durability- Velcro will wear out
 - b. Safety- a player could slide into the bottom of the pad causing the Velcro to pop loose and potentially fall on the athlete.
 - c. Removability- some people like to remove the stage padding away for special events(plays, concerts, graduations). The more times your move your stage padding, the more chance you have of damaging them.

Q: If I did want to remove my stage pad for a special event, what are my options?

A: There are a couple of different ways you can remove your Stage Pad:

1. Pop the pin off the hinge similar to removing a door in your house.
2. If your stage has a wood floor, backing out the screws a couple of times will strip out the hole. SportsGraphics can supply on request a product called Woodserts to prevent this problem. Woodserts are a machined metal insert that installs flush into the wood floor and allows the hinge to be attached using a bolt. The Stage Pad can then be taken on & off as many times as needed without the worry of ruining the wood floor.

BLEACHER END CLOSURES

Q: Is there one standard size?

A: Each End Closure curtain is made custom to fit each bleacher. The Bleacher End Closures are priced based on the number of rows/tiers. We do not need precise measurements for a quote, just the number of rows high and how many ends need coverage. When the time comes to place the order, we will then need all measurements. Sports Graphics has made that process easy by offering an official measurement sheet. Once that is completed and faxed into us, your order can be processed.

Q: What if my measurements are off or I am unsure of them?

A: Before the order is made the measurements are double-checked to ensure the End Closures will fit properly. If there are any questions, we will go over the measurements with you and may have some new measurements done. If there are any questions or concerns while you are measuring, please call us and we can work you through any problems you may run into.

Q: Is there a price break if we choose not to get a digital print logo on the side?

A: The standard package price includes everything, so the price won't change.

Q: Are they easy to install?

A: Yes. The End Closures are attached to the bleacher framework using elastic straps with grommet in the end. The strap is bolted to the framework through an existing hole. If there is no hole to bolt to, self-tapping metal screws can be used instead (self-tapping screws are included at no extra cost). Estimate about 30 minutes per End closure of installation time.

Q: Do I have to take the End Closure down to close my bleachers?

A: No. The Bleacher End Closure will fold up as your bleachers retract.

SCORER'S TABLE

Q: Is the table included in price?

A: Yes. The Scorers Table package includes the Scorers Table Pad, Protective cover for the pad, and the table. The table includes 2 sets of legs-1 set of legs has a special bracket to allow installation in your bleachers and the other set is for use on the gym floor.

Q: Can I get a custom size?

A: Our table sizes come in 6' or 8', so any multiples of 6' or 8' can be customized for you.

Q: Are the Scorer's Tables easy to move and store?

A: Yes. No wheels are required for our tables. The pad and table are separate which makes it easy for one person to tear down and store. A protective cover is also included in our Scorer's Table packages, to keep the pad clean and safe.

Q: Are possession arrows included in the price?

A: No, but we do carry them in stock. Ask your SportsGraphics salesperson for a quotation.

CLEANING/MAINTENANCE

Q: Do you offer special repair or cleaning kits?

A: Yes. SportsGraphics Cleaning & Maintenance Kit includes:
1-20 oz bottle of Formula 2 cleaner/protectant
1-1fl oz. tube of VLP (Vinyl/Leather Patch)
1-14" x 17" 100% cotton terry towel
1-SportsGraphics, Inc. Installation Booklet
MSDS for Formula 2 & VLP

Q: What is VLP?

A: VLP stands for Vinyl Liquid Patch. It is a vinyl glue that can be used for patching/sealing small rips or tears in the vinyl.

Q: If there is damage too large to patch, what steps should be taken to find out if the entire pad needs replaced or if someone can repair it?

A: Take a digital picture and email it to SportsGraphics. We will assess the situation and advise on the best course of action.

BANNERS

Q: What kind of material is used?

A: Our standard banners are usually printed on a 13oz. Vinyl material. Heavier duty 16 oz vinyl is used for long-term outdoor applications (street banners).

Q: Does the banner price change depending on colors or letters used?

A: No. The banners are priced per square foot. Since they are digitally printed you can use as many colors, words, or logos as desired.

Q: Can I customize my own size?

A: Yes. We can make the banners as small or large as you like.

Q: How does the free banner promotion work?

A: You may be eligible for free banners depending which product you purchase. Contact your SportsGraphics representative for full details.

Q: Explain how Add-A-Year Banners work?

A: We will digitally print all of your past & current accomplishments at the time of the order. When a new year or name is needed, simply call SportsGraphics and place your order. We will send out a sticker that installs easily in minutes.

GRAPHICS

Q: Are there more styles or logos than the ones shown in the flyer or graphic?

A: We have many different logos to choose from, so if you don't like the examples that you may have already received just call and we can get some new graphic styles out to you. Custom logos are also welcomed, let us know what you would like and we'll try to accommodate you.

Q: What vinyl colors are offered?

A: We have 25 standard 30oz. Vinyl colors to choose from, so chances are we will have the color you are looking for. Additional colors are available upon request. When color graphics are sent to you by mail, you will receive vinyl samples to better assist you in finding the perfect match.

Q: What is the best way to get our custom logo to you?

A: The most preferred method is to e-mail a .JPG, a .TIF or a vector .EPS. Sending a hard copy in the mail is also sufficient. Faxed copies are possible, but not recommended. Contact our Art Department for complete details.

PACKAGE DEALS

Q: Am I still eligible for the current offers if I get one end of padding instead of two?

A: Contact your SportsGraphics representative for full details.

Q: Can I order ½ now and ½ later and still be eligible for the promo prices?

A: No. The way we are able to offer these price packages and discounts is by shipping everything altogether, to avoid any additional fees.

Q: Are there any smaller packages than the Ulta or Mini-Ulta mat packages?

A: Yes. We also offer a 22' panel mat series package which includes ten plain panel mats 6' x 22", two pads with school name, one 6" x 44" logo pad, protective cover, and freight. This is for one end of the gym. If any of these packages seem too fancy or expensive, we can custom pads to fit your needs or price range. Whatever you want, we can supply it for you.

WHAT IS THE GENERAL ORDERING PROCESS?

1. We obtain school and possible order information.
2. We create custom graphics and quotes to send (free of charge).
3. We make the necessary changes, if any, to your graphic and quote per your request (ex: measurements, logo, color changes, etc.).
4. You indicate which graphic you want and sign the bottom of the page.
5. You also sign the quote you are agreeing to.
6. Fax or mail in those two documents, a PO or PO# if necessary, and any additional measurement information (only if required).
7. Once everything is double checked, the order will be processed.
8. It usually takes 3-4 weeks to make depending on the size of the order.