Payment is required at the time of booking to confirm and hold your date. We will confirm your order within 24 hours of receipt.

We install in front yards, with the exception of business rentals. Installation is between 7pm and 11pm the evening before the event date. Pickup is within the same time frame the following night, unless additional days are purchased.

Signs are placed where they have maximum visibility, however if you send us a picture of where you'd like the sign to go in the front yard, we will place where you'd like. We will need you to water a couple of days prior to the event date. We ask that you water 10 to 15 minutes the 2 days prior to installation and 45 minutes the installation night. We use about 40 to 50 stakes total, and watering makes it easier to penetrate the lawn. If we are unable to install the sign due to any yard condition that prevents the display from being set up (i.e., hard ground, rocks, etc.) we will cancel the order and refund 50% of the cost back to you. A good way to test the ground is to stick a pencil in and if goes in at least 4 inches easily, the yard is ok!

We design, deliver, install and pick up the yard sign. Please do not relocate or remove any signs. We trust you to protect our inventory. Please contact us if any aspect of the sign has fallen or blown over and we will come out and adjust. If for any reason you need your sign rental to be taken down prior to the following day, please contact us and we’ll come pick up the sign early. Do not throw sign graphics in the garbage, or vandalize them. Even if you do not like the display gift given to you, these items are our property and business. It is best to notify us and we will come pick up promptly. Please mow and trim grass before installation day and refrain from mowing or weed eating around our signs. If you have a lawn service, please arrange for them to come on a date our graphics are not in the yard. Grass clippings stain the letters. You will be invoiced for missing or damaged lawn display items.

If denied access to a gated community or are provided with an incorrect gate code, there is no refund but you may reschedule for another future date (subject to availability). If the presence of animals prevents us from setting up your display, there is no refund but you may reschedule for a future date (subject to availability). We will place a small company sign next to your display that give out our company name, website, and phone number. This sign is unobtrusive and will let all your neighbors know how to find us, which helps promote our business! Please do not move, or hide any of our signs.

In the event of hazardous or inclement weather, which prevents us from setting up your signs, we will provide a full refund or apply a credit for a future date (subject to availability). If you’ve ordered the All-Star sign and wind gusts are over 25 mph, we reserve the right to install our smaller, 2 level sign (the Super Duper) and we will refund the different in cost to you.

Our Cancellation Policy is that you are provided a 100% refund if cancelled 48 hours prior to installation night. If you are cancelling 48 hours or less from installation night, we will offer a future credit if placed within 6 months or a 50% refund on the full order price. We encourage you to post next to the display to take photos and videos of the display, however please do not pull the signs from the ground. Katy All Star Signs and all representatives are not liable for any injury or damage that may be caused to any person(s) or personal property during set-up and removal of any rental. By placing your order with Katy All Star Signs, you hereby agree to all Katy All Star Signs and all policies listed above. We look forward to creating a special sign for you!