

	Iowa State Industries - State of Iowa Agency	KJ Signs LLC	JC Management LLC dba FastSigns 190501
Response Notes			
Total Bid	783.79	1,810.41	2,161.11
Subtotal: Required Items	6.40	22.32	63.17
Subtotal: Optional Items	777.39	1,788.09	2,097.94
Product Line Items	690.79	1,685.41	1,636.11
Group P1: Custom Acrylic Signage	642.59	1,685.41	1,419.63
P1.1 Acrylic Sign 2" x 8"			
Unit Price	6.40	22.32	63.17
Item Total Price	6.40	22.32	63.17
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date		10/31/2023	
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.2 Acrylic Sign 2" x 10"			
Unit Price	8.00	27.90	63.33
Item Total Price	8.00	27.90	63.33
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			

Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and lamine, one sided; shipping cost and date TBD
P1.3 Acrylic Sign 2" x 14"			
Unit Price	11.20	39.06	63.67
Item Total Price	11.20	39.06	63.67
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and lamine, one sided; shipping cost and date TBD
P1.4 Acrylic Sign 3" x 8"			
Unit Price	9.60	33.48	63.50

Item Total Price	9.60	33.48	63.50
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminates, one sided; shipping cost and date TBD
P1.5 Acrylic Sign 3" x 10"			
Unit Price	12.00	41.85	63.75
Item Total Price	12.00	41.85	63.75
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.6 Acrylic Sign 3" x 12"			
Unit Price	14.40	50.22	64.00
Item Total Price	14.40	50.22	64.00
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			

Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.7 Acrylic Sign 6" x 16"			
Unit Price	38.40	129.60	66.50
Item Total Price	38.40	129.60	66.50
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.8 Acrylic Sign 8" x 16"			
Unit Price	51.20	158.40	87.83

Item Total Price	51.20	158.40	87.83
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.9 Acrylic Sign 10" x 16"			
Unit Price	64.00	208.20	89.17
Item Total Price	64.00	208.20	89.17
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.10 Acrylic Sign 12" x 24"			
Unit Price	115.20	311.04	94.50
Item Total Price	115.20	311.04	94.50
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign	AutoFit/Centered (Cost to be built in as an adder per font/required size of text to sign
Quantity	1.00	1.00	1.00
Estimated Delivery Date			



Comment (Optional)	Front engraved acrylic	delivery usually within 2 weeks from time of order; includes Braille + mounting material	Clear Acrylic 1/4" with vinyl and laminate, one sided; shipping cost and date TBD
P1.11 Conference Room Signage - 8.125" x 8.125" (Slider Sign)			
Unit Price	112.00	118.80	152.53
Item Total Price	112.00	118.80	152.53
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	inch x 8.125 inch (Slider Sign - i.e. Unavailable / Available or Occupied / Unoccupied).	inch x 8.125 inch (Slider Sign - i.e. Unavailable / Available or Occupied / Unoccupied).	inch x 8.125 inch (Slider Sign - i.e. Unavailable / Available or Occupied / Unoccupied).
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Front engraved acrylic with sliders	delivery usually within 2 weeks from time of order; includes Braille + mounting material	extrusion, clear anodize, 8.125". -CC200 - Clear cover (glossy/non-glare) for V200 extrusion (1mm
P1.12 Conference Room Signage - 8" x 8" (ADA Compliant)			
Unit Price	19.20	89.28	115.60

Item Total Price	19.20	89.28	115.60
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Americans with Disabilities Act (ADA) Braille. Text Option 1: Top   Text Option 2:	Americans with Disabilities Act (ADA) Braille. Text Option 1: Top   Text Option 2:	Americans with Disabilities Act (ADA) Braille. Text Option 1: Top   Text Option 2:
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	ADA Value Line	delivery usually within 2 weeks from time of order; includes Braille + mounting material	1/8"
P1.13 Generic Insertable Paper Sign			
Unit Price	0.99	61.60	138.60
Item Total Price	0.99	61.60	138.60
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	8.25" x 8.25"	8.25" x 8.25"	8.25" x 8.25"
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)		delivery usually within 2 weeks from time of order; size quoted is 7.75"x4"w/clear lens	extrusion, clear anodize, 8.25" -CCA4 - clear cover (glossy/non-glare) for VA4 extrusion
P1.14 Directory Signage			
Unit Price	180.00	393.66	293.48
Item Total Price	180.00	393.66	293.48
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Directory Signage with up to 8 insertable rows.	Directory Signage with up to 8 insertable rows.	Directory Signage with up to 8 insertable rows.
Quantity	1.00	1.00	1.00
Estimated Delivery Date			

Comment (Optional)	Quoted as a 20" x 21.5" sign with up to 8 insertable rows; all front engraved acrylic	This is 30.5" x 17" wide and will hold 8 rows	extrusion, clear anodize, 17.1025" -CCA4 - clear cover, glossy/non-glare 1mm thick
Group P2: Two-Sided Printed Add-on Cost	0.00	0.00	0.00
P2.1 Two-Sided Sign Printing Add-on Cost			
Unit Price	0.00	-	-
Item Total Price	0.00	-	-
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Two-Sided Sign Printing Add-on Cost	Two-Sided Sign Printing Add-on Cost	Two-Sided Sign Printing Add-on Cost
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	produced by attaching 2 pieces of material back to back. Therefore, the price of a single sided size	unable to print on both sides of these acrylic signs w/raised tactile lettering or numbers	\$0.83; Part 3: add \$1.17; Part 4: add \$1; Part 5: add \$1.25; Part 6: add \$1.50; Part 7: add \$4.00; Part
Group P3: ADA Compliant Braille Sign Printing Add-on Cost	4.80	0.00	2.60

P3.1 One-sided ADA Compliant Sign Printing Add-on Cost			
Unit Price	4.80	-	1.30
Item Total Price	4.80	-	1.30
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Disabilities Act (ADA) Braille Compliant Sign Printing Add-on Cost	Disabilities Act (ADA) Braille Compliant Sign Printing Add-on Cost	Disabilities Act (ADA) Braille Compliant Sign Printing Add-on Cost
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	produce ADA compliant signs with tactiles and braille. A Value line and an Ultra line are available and	included in prices above; delivery within 2 weeks after placing order	price is per square inch x1
P3.2 Two-sided ADA Compliant Sign Printing Add-on Cost			
Unit Price	0.00	-	1.30
Item Total Price	0.00	-	1.30

Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Two-sided American with Disabilities Act Braille Compliant Sign Printing Add-on Cost	Two-sided American with Disabilities Act Braille Compliant Sign Printing Add-on Cost	Two-sided American with Disabilities Act Braille Compliant Sign Printing Add-on Cost
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Single sided pricing is doubled for two-sided signs.	included in prices above; delivery within 2 weeks after placing order	price is per square inch x2
Group P4: Mounting Methods Add-on Cost	27.50	0.00	86.70
P4.1 Foam Adhesive Add-on Cost			
Unit Price	0.00	-	-
Item Total Price	0.00	-	-
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	Mounting Method Foam Adhesive Add-on Cost	Mounting Method Foam Adhesive Add-on Cost	Mounting Method Foam Adhesive Add-on Cost
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Double-sided foam tape is provided at no additional charge.	included in price above	\$2.80; Part 4: \$1.60; Part 5: \$2.00; Part 6: \$2.40; Part 7: \$3.20; Part 8: \$3.20; Part 9: \$3.20; Part 10: \$4.80
P4.2 Adhesive Backed Hook/Loop Fastener Strips			
Unit Price	1.00	-	24.54
Item Total Price	1.00	-	24.54
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Mounting Method - Adhesive Backed Hook/Loop Fastener Strips	Mounting Method - Adhesive Backed Hook/Loop Fastener Strips	Mounting Method - Adhesive Backed Hook/Loop Fastener Strips
Quantity	1.00	1.00	1.00
Estimated Delivery Date			

Comment (Optional)	Additional price per sign for smaller signs. Signs over 96 square inches must be quoted.	included in price above	Cost is per 1" x 15'
P4.3 Magnetic Tape			
Unit Price	5.00	-	34.00
Item Total Price	5.00	-	34.00
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Mounting Method - Magnetic Tape	Mounting Method - Magnetic Tape	Mounting Method - Magnetic Tape
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Additional price per sign for smaller signs. Signs over 96 square inches must be quoted.	included in price above	Cost is per 1" x 10'
P4.4 Clear Cubical Hanger			
Unit Price	10.50	-	8.44



Item Total Price	10.50	-	8.44
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Mounting Method - Clear Cubical Hanger		Mounting Method - Clear Cubical Hanger
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)			Price is per case of 2 each.
P4.5 Desktop Holder - Available for 2" x 8"			
Unit Price	5.25	-	9.24
Item Total Price	5.25	-	9.24
Commodity Code	-	-	-
Catalog Number	-	-	-

Description	Holder for nameplate sized 2 inch x 8 inch.(Colors Specified as Black, Gold, or Silver)		Holder for nameplate sized 2 inch x 8 inch.(Colors Specified as Black, Gold, or Silver)
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)			This is for 1/16" acrylic. Cannot fit other sizes.
P4.6 Desktop Holder - Available for 2" x 10"			
Unit Price	5.75	-	10.48
Item Total Price	5.75	-	10.48
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Holder for nameplate sized 2 inch x 10 inch.(Colors Specified as Black, Gold, or Silver)		Holder for nameplate sized 2 inch x 10 inch.(Colors Specified as Black, Gold, or Silver)
Quantity	1.00	1.00	1.00
Estimated Delivery Date			

Comment (Optional)			This is for 1/16" acrylic. Cannot fit other sizes.
Group P5: Additional Hardware Mount Options Add-on Cost	15.90		127.18
P5.1 Cubical Pins			
Unit Price	0.00	-	2.30
Item Total Price	0.00	-	2.30
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	Hardware Required Mount Options - Cubical Pins		Hardware Required Mount Options - Cubical Pins
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	Will be quoted per project based on the sign size / customer needs.		Cost is per each.
P5.2 Two Drilled Holes (With Screws)			

Unit Price	0.00	-	2.00
Item Total Price	0.00	-	2.00
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	- Two (2) holes (specified top of sign or centered left/right) with Fasteners Specified for use on brick		- Two (2) holes (specified top of sign or centered left/right) with Fasteners Specified for use on brick
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	No additional charge for the drilled holes. Screws price must be quoted per project based on wall material.		\$1.00 per hole
P5.3 Corridor Sign Brackets			
Unit Price	6.90	-	20.00
Item Total Price	6.90	-	20.00
Commodity Code	-	-	-

Catalog Number	-	-	-
Description	- Corridor Sign Brackets. (specified top of sign or centered left/right) with Fasteners Specified for use on		- Corridor Sign Brackets. (specified top of sign or centered left/right) with Fasteners Specified for use on
Quantity	1.00	1.00	1.00
Estimated Delivery Date			
Comment (Optional)	2" bracket: \$6.90 4" bracket: \$8.85 5" bracket: \$9.15		Price increase by \$4 each time size increases
P5.4 Hang From Ceiling			
Unit Price	9.00	-	102.88
Item Total Price	9.00	-	102.88
Commodity Code	-	-	-
Catalog Number	-	-	-
Description	- Hang from Ceiling - Two (2) hanging chains that provide the ability to adjust distance between		- Hang from Ceiling - Two (2) hanging chains that provide the ability to adjust distance between
Quantity	1.00	1.00	1.00

Estimated Delivery Date			
Comment (Optional)	include fasteners to connect to the ceiling; price will be quoted per project based on ceiling material.		Maximum material thickness - 1/4" Cost is per each.
Service Line Items	93.00	125.00	525.00
Group S1: Bid Specifications. Bidder must satisfy all the specifications to be deemed a Responsible Bidder	93.00	125.00	525.00
S1.1 Sign Installation Services			
Unit Price	93.00	125.00	525.00
Item Total Price	93.00	125.00	525.00
Commodity Code	-	-	-
Description	include, but not limited to travel and labor rates. This is to be determined as a per/hour basis	include, but not limited to travel and labor rates. This is to be determined as a per/hour basis	include, but not limited to travel and labor rates. This is to be determined as a per/hour basis
Quantity	1.00	1.00	1.00
Estimated Service Start Dates		10/1/2023	
Estimated Service End Dates		9/30/2024	

Comment (Optional)	\$93/hour, which includes 1 staff and 2 incarcerated men from the Newton Release Center. Additional	electrical signage; travel outside of Polk County would be an additional charge.	1 installer for 4 hours; service date TBD
Questions			
Page1			
Group 1: Form of Bid			
1.1 Enter the Bidder's contact name, telephone number, email address, and shipping address for questions regarding this solicitation.	Industries 1445 E Grand Avenue Des Moines IA 50316 515-725-8711 ann.baughman@iowa.gov	KJ Signs LLC dba Signarama Ankeny 6990 NE 14th Street, 1A Ankeny, IA 50023 515.216.1240	8332 janae.chochon@fastsigns.com 312 W 28th Street Sioux City, IA 51104
1.2 Enter the number of years the Bidder has been in business in the text box.	73.00	7.00	1.00
1.3 Enter the number of years of experience the Bidder has with providing the types of goods and/or services sought by the solicitation.	Over 25	7	1
types of goods and/or services sought by the solicitation. Enter the information in the the text box or upload a document to the Vendor Attachments Section and enter "see	products for well over 20 years to our customers. We have an established ordering process which	providing and installing interior acrylic and ADA compliant signs for multi-family projects and offices.	experienced in providing quality goods and/or services pertaining to this bid. Knowledgeable of the
this solicitation that the Bidder has provided to business or government entities. Fill out the text box or upload a document to the Vendor Attachments Section and enter "see	similar goods to State and Local government agencies throughout the years. Customers such as the	installed Room ID signs produced and installed Directory Signs produced and installed	letters, along with installation using standoffs. We also are very familiar with vinyl and laminate as we have
1.6 Is the Bidder requesting confidential treatment of specific information?	No	No	No
information shall fully complete the form attached. In the Items Section, mark each good or service upon which the Bidder believes confidential information appears.			
1.8 The State of Iowa requires shipping to be FOB Destination, Freight Prepaid. Does the Bidder agree to the terms?	Bidder agrees	Bidder agrees	Bidder agrees

Group 2: Terms and Conditions			
2.1 Bidder shall read the RFB Definitions and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.2 Bidder shall read the Administrative Terms and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.3 Bidder shall read the Contract Terms & Conditions and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.4 Bidder shall read the Specification Terms and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.5 Bidder shall read the Terms and Conditions for GOODS and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.6 Bidder shall read the Terms and Conditions for SERVICES and enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.7 Bidder shall read the Insurance Requirements and enter a response.	Bidder does NOT accept the Insurance Requirements (submit exceptions question)	Bidder agrees	Bidder agrees
2.8 Public Entities (Political Subdivisions) - The resulting Contract will be made available to Political Entities, i.e. cities, counties, and schools. Bidder shall enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.9 Nonprofit Entities - The resulting Contract will be made available to nonprofit entities that qualify under I.R.S. § 501 (c) provisions. Bidder shall enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.10 Bidder shall submit a detailed quarterly report in Microsoft Excel on ALL sales made under the resulting Contract via e-mail to the Iowa Department of Administrative Services. Bidder shall enter a response.	Bidder agrees	Bidder agrees	Bidder agrees
2.11 Bidder shall agree to pay discounts or prices specified in the solicitation herein, the Bidder shall pay to the Agency a 1.00% Administrative Fee on all sales made against the resulting Contract. The fee shall be	Bidder agrees	Bidder agrees	Bidder agrees



Group 3: Payment Terms			
3.1 Payment Terms - Per Iowa Code § 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Bidder. Does the Bidder agree to the terms?	Bidder agrees	Bidder agrees	Bidder agrees
3.2 What discount will the Bidder give for payment in 30 days? Enter the discount in the text box. If none, enter zero.	0.00	0.00	0.00
pay Bidders using its Purchasing Card Program (Pcard) whenever possible. Bidders accepting Pcard payments shall comply with the Terms of Pcard Acceptance.	Bidder does NOT accept the Terms & Conditions (submit exceptions question)	Bidder agrees	Bidder agrees
Group 4: Pricing and Discounts			
for the Bidder's full line of their product catalog with unit pricing, discount percentage offered from MSRP. Bidder shall provide electronic copy of the most current effective,	Yes	No	No
Bidder above will be applied to the Bidder's MSRP price list. Bid response shall allow the State to apply the discounts offered to the current list MSRP lists in order to calculate net	Yes	No	No
an item in the Bidder's catalog or price list may be cause for rejection of the Bid response or may be cause for the State to evaluate the item at the current catalog list price.	Yes	No	Yes
4.4 Discount percentage the Bidder is willing to extend from MSRP pricing?	5.00	0.00	0.00
Group 5: Customer Service			
5.1 Is online ordering an option – Is a page or can a page be put into place to process orders online?	Yes	No	No
5.2 Order confirmation must be sent by e-mail within 24hrs of order receipt.	Yes	Yes	Yes

four (24) hours by email when an item or order is on backorder or out of stock once the Bidder is aware of the backorder. This email service must be available from all	Yes	Yes	Yes
received broken or damaged, notification will be provided immediately upon receipt. Pictures can be provided if deemed necessary to show the broken/damaged item(s).	Yes	Yes	Yes