



900 63rd Avenue North • P.O. Box 90465 • Nashville TN 37209
Office: 615-350-7800 • Toll Free: 800-251-2200 • Fax: 615-350-8310
info@dandpcustomlights.com

Frequently Asked Questions (FAQs)

General Information

Do you have overhead fluorescent lights for retail stores? Do you have residential lighting such as chandeliers or lamps? Do you have outside building signs or outside lights?

We are a UL-approved manufacturer of illuminated lane lights, interior signs and 3D letters and symbols.

Can you send me a catalog?

To download catalogs for any of our products, please visit the appropriate website page for each product. Individual spec sheets can also be found for many of our products in their own section on the website.

Checkout Lights

Can you give me a quote on a checkout light?

All our products are custom manufactured to meet our customers' needs. In order to provide you with a quote, we will need to draw the design of your checkout light to help determine the cost for the checkout light. We do not carry any standard products in stock.

What materials do you use to manufacture your checkout shades?

Working together with you, we choose the right material to reflect your store's unique brand and image. Checkout shades can be made from a variety of materials; in addition to sign-grade acrylic we can add other material for a custom design including classic wood, styrene, color acrylics, plastics, PVC foam sheets, aluminum, steel and faux neon.

Do you provide LED checkout lights?

Any of D&P's standard or custom checkout lights can be fitted with LED lighting. A variety of attractive colors and special features (such as blinking lights) are available.

Can you put my logo on a checkout light?

Yes, you can customize your checkout light with your own logo. You will need to provide us with a full-size vector file such as EPS (minimum 150 dpi) of your logo.

Do the checkout lights blink?

Your checkout light can be designed to have a blinking option. With a three-way switch and flasher added to your power pole, the checkout light can be on, off or blinking.

Power Poles

Do the power poles come in colors?

Our power poles are available in many different colors to match your store decor and brand image. We have several standard colors (black, white, ivory, and anodized aluminum) but we can do custom colors on request.

What length power poles are available?

We have two standard power pole lengths: 15' and 22'. Custom lengths are available on request.

Interior Signs and Aisle Markers

Do you do neon signs?

We do not manufacture neon signs. However, we do have new technologies available which can mimic the appearance of neon, and which are very bright and colorful. Please [contact us](#) for more information.

General Ordering Information

What is your minimum order quantity?

We do not have a minimum order. Whether you want to order one or 100 checkout lights or power poles, or any of our other products, we are happy to accommodate your needs for any quantity.

What is the lead time for orders?

We typically quote a two-week lead time for new orders. However, actual lead time can vary tremendously depending on the time of year, the number of orders in-house, and what kinds of special components we may need to source for your custom product. When you place your order, your sales representative or customer service representative will give you a firm lead time for your order.

What kind of warranty do you offer on your products?

All our products carry a one-year warranty. Click here to read a copy of our warranty.

Who do we call for repairs?

If you have a problem with one of the products you purchase from us, please call us at 1-800-251-2200. Although we do not do repairs on-site, we can provide you with the proper replacement parts, as well as instructions to do your own repair. If the product is still under warranty, you may be able to send the part to us for repair.

Do you install your products for us?

We do not do any installation. We do provide clear step-by-step instructions for installation of all our products. We can plan for installation and provide quotes for that service on an as-needed basis.

Shipping and Billing

Do you offer terms?

If you would like to be put on terms, you are welcome to fill out our credit application. Once we have reviewed your application, you will be notified of acceptance and terms of payment. You can download the credit application here.

Can we pay with a credit card?

Yes, we accept MasterCard, Visa, Discover and American Express.

What are the shipping charges?

Once you place your order, we will provide you with an estimate of shipping charges. The final shipping charges will not be known until the time of shipping and will be added to your invoice. We pre-pay all shipping charges and add the shipping charges to your invoice for payment.

How do you ship?

We do not have our own delivery trucks. Typically, we ship via UPS or LTL through several well-known trucking companies.

Do I pay sales tax on my order?

We charge sales tax only for orders being shipped within the state of Tennessee.

What do I do if my shipment is incorrect?

If your shipment is incorrect, please report any issues within 10 days of receiving your shipment. If there are any parts missing on your shipment, or you have received a defective part, please contact us immediately at 800-251-2200.