519 E Interstate 30 #1026, Rockwall, TX 75087 · (972) 275-6763 · hi@smartysymbols.com
playgroundcommunicationboards.com

How to Buy from Smarty Symbols

Purchasing, payment and lead times for schools, cities and public agencies

The short version: get a quote → send a purchase order → approve your proof → we build and ship. Most orders are in hand about three to four weeks after the PO.

1 Get a quote

Request one at **playgroundcommunicationboards.com**, or email us and we will build it for you. Tell us the board, the size, the language, and whether you need a frame. Every quote lists the exact board, size, materials and shipping. **Shipping is free in the continental US.**

Applying for a grant? Say so. We will put your name and your project on the quote so it can be attached to the application, and we will hold that pricing while the grant is decided.

2 Choose how to pay

Method	Best for	What we need
Purchase order	School districts, cities, counties	Your PO, emailed to **po@smartysymbols.com**
Credit card	Smaller orders, PTO and grant funds, anyone without a PO process	We send a secure payment link
Check	Districts that pay by check	Ask us for remit-to details

We gladly accept purchase orders from schools and municipalities. **Our W-9 is available on request** — ask and we will send it the same day.

Paying by card? The billing address you enter must match the address on file with the card. If the board ships to a campus but the card belongs to the district office, use the **district office address for billing** and put the campus in the shipping field. A mismatch is the single most common reason a card is declined at checkout.

3 Quote, invoice, or both

A **quote** is our price offer. An **invoice** is the document your accounts payable team pays against. Many entities cannot process payment from anything marked “Quote” or “Pro forma invoice.” **If your finance office needs a true invoice, just tell us** — we will reissue the same figures as an invoice with your PO number on it. No charge, no delay.

4 Buying through a cooperative

Smarty Symbols holds **BuyBoard contract #749-24**. If your district is a BuyBoard member you can purchase through that contract and skip the bid process entirely — just put the contract number on your requisition. If your procurement file needs a sole source letter, W-9, references or insurance documentation, ask and we will send the full packet.

5 Proof, production and delivery

Stage	Timing
Digital proof sent for your approval	Within one week of order
Production and shipping, after you approve	About 2–3 weeks

Nothing is fabricated until you approve the proof in writing. Because every board is custom printed for your site, orders cannot be refunded once production begins — which is exactly why we hold for your written approval first. Installation guides are included, and our team is available if your facilities crew has questions.

6 Who to contact

For	Contact
Quotes, orders, proofs and purchase orders	Danica Avillon
New projects, districts and city-wide plans	Remi Salami, Director of Sales
Photos, support and existing installations	Marielle Olmos
Purchase orders	**po@smartysymbols.com**
Anything else	hi@smartysymbols.com · (972) 275-6763

Smarty Symbols was founded in 2014 by Barbara Fernandes, a speech-language pathologist. Our boards are designed by speech pathologists and reviewed by a multidisciplinary team, use Fitzgerald Key color coding, and draw on our own library of more than 70,000 symbols built for diverse representation.