

Frequently Asked Questions

Q: How do I sign-up or Register for an Account?

A: Go to 3SMadeYouLook.com and click Login. This will redirect you to our log in page. Select Register and complete the form. We will quickly respond to your request.

Q: How can I contact your office?

A: The best way is to complete the email form that is found on the bottom of the home page of this site. This will allow us to reply with the most detail possible. You can also call 412-428-9690 or 888-441-4142.

Q: What areas do you serve?

A: We service the Pittsburgh region with some extensions. If you have an installation requirement in another area, we might be able to refer you to someone. Please submit an email and we will try to assist you.

Q: What days do you offer service?

A: We currently operate a route every Monday – Friday. We do not offer service on weekends or major holidays. Orders can be placed at any time, but please keep in mind that orders placed after 4:00pm Monday-Friday are not processed until the following business day.

Q: How do I order an Installation?

A: All orders must be placed through www.3SMadeYouLook.com. Everything that we will need to know to complete your installation correctly is asked during the on-line ordering process.

Q: Will I receive confirmation that my Installation Order or Removal Order has been received?

A: Yes, our system will automatically send an email with confirmation that your order has been received. A subsequent email will be sent when your order has been completed.

Q: What happens if I don't have enough signs in storage to complete my installation order?

A: We will attempt to contact you to come up with a plan. You can leave your sign at the listing, hang your own sign, or we can quickly print a new sign by ordering through our website, where lead times are as short as the next day!

Q: How do I order a Removal?

A: You must order your removal through the system; plus, it is faster to order your removal through 3SMadeYouLook.com! You will answer some questions about your sign too.

Q: Can I Cancel an Order?

A: Yes, up to the morning that the order is Assigned to an Installer, you can Cancel your Installation, Removal or Service Order.

Q: Do you offer free sign storage?

A: Yes, your signs will be stored free of charge. However, signs not used for a period of 2 years must either be picked up or they will be discarded.

Q: Do you offer free pick-up of my signs?

A: Yes, if you are a new customer, we will pick up your initial group of signs free of charge.

Q: What if I need one of my signs returned to me?

A: We can deliver a sign to your office for a small fee, or you can pick it up at our office.

Q: How will I know that my installation or removal order was completed?

A: The moment that our Driver completes your order, they will update your order using our system. That generates an email with a notification that your sign post was installed or removed. All installation notifications will include a photo of the installation.

Q: What is your pricing?

A: Please contact us to discuss

Q: Am I responsible for a lost or damaged post? Is there a fee?

A: : Yes, the customer is fully responsible for a wood post that is damaged beyond use or is lost. This *usually* occurs because the Agent forgot to Order a Removal and the new Homeowner didn't want it in their front yard.

Q: How can I pay my invoice?

Log into your account like you normally would and look for the invoices tab.