Sgrignoli Laser Engraving

Custom job policies.

1. Custom jobs will require 1/3 of the estimated total down payment prior to the start of the job.
2. Completion times are estimates and are subject to change. If your job requires us to order materials in, we are not responsible for shipping delays and damages to the material by the delivering carrier.
3. Jobs are set up according to the specifications you state, and materials must be tested in order to set up the run. Extra materials will be used for this purpose and customer supplied materials will not be used, NO EXCEPTIONS.
4. All correspondence with the shop will be by email. This will be proof that both parties (yourself and Sgrignoli laser engraving) have agreed to the terms and conditions and the customers’ specifications set forth for the job. This is to protect both parties in case of an error in the job.
5. Once the job is accepted, we require 36 hours to prepare the job and email the job proof to you for approval.
6. If your job needs a specific graphic and you provide the digital file, and we start to use it in the design and find it is contaminated and we need to have it cleared professionally, these charges will be additional to the job estimate.
7. Once the proof is received by you and approved (your response to the email with acceptance of the design returned to us) we will start the job.
8. If the job takes longer than expected, we will notify you and keep you up to date. We understand your time is valuable, but we want to supply you with a quality finished product.
9. If you require expedited (RUSH) service (job) the following fees apply:
10. Next day service is Item price plus 50% additional of Item price plus along with the expedited shipping fee. Minimum order price of $35.00. Service must be paid for, and payment cleared prior to start of the “RUSH order”. If the order is received after carrier pick-up order will be placed first on next day. If ordered and we are closed the next day order will be run at twice the price of original item plus all other applicable fees.
11. A 2-day express service request is the same as above except for the fee of 50% that will be reduced to a 25% additional fee. All other fees and shipping fees apply.
12. RUSH orders only apply to stock items that engraving files have been previously set up for, custom jobs are not able to be placed on a RUSH status.
13. Returns and refunds on RUSH orders are not able to be refunded or returned for any reason due to the request to have the item expedited. Items will be replaced if carrier damage is noted within 24 hours after delivery. Carrier will be responsible for refund of shipping cost if they fail to deliver on time and at their discretion.

Your signature below signifies that you have read and understand these conditions for custom laser cutting and engraving. We reserve the right to terminate the service relationship at any time if we feel that there are demands made by the client that are unable to be met in a timely or reasonable manner. By signing below you agree to these terms and conditions asset forth in this agreement and if the need arises to seek a judges decision in any disagreement, this will be submitted as evidence in the defense of Sgrignoli Laser Engraving as to terms and conditions being stated to the client prior the job being accepted and started.

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Shop Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_