



## **The Clack Shack LLC**

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### **Product review or collaboration policy**

The content created by and shared on The Clack Shack and/or The Clackleys is focused on honest, practical reviews and real-world use in a working or home environment. My viewers trust me to help them spend their money wisely, so the customer experience will always come first. While creating any product review or collaborative video, the following policy will apply.

- **Honesty & Integrity**
  - All reviews are designed to be as honest and informative as possible so viewers can make their own decisions.
  - Reviews may include both positive and negative points about your product, and I will always aim to keep the coverage balanced and fair.
  - I do not accept payment for positive reviews.
  - Products sent for free will receive the same honest, neutral treatment as products I have purchased myself at full retail or a discounted price.
  
- **Transparency & Access**
  - Transparency is very important. Your website and support communities must be reasonably accessible to me and to potential customers.
  - If you use geo-blocking or region restrictions, please ensure your site can be viewed from the United States (and ideally without VPN workarounds).
  - If your Facebook groups or online communities are private and I request to join, please ensure those requests are accepted so I can properly evaluate the customer support experience.
  
- **Product Consistency**
  - If the product you send me is different from the version being sold to the general public (different hardware, firmware, accessories, materials, etc.), I may highlight those differences in the video so viewers understand what they can expect to receive.

- **Instructions, Documentation & Setup**
  - Where relevant, I will follow any instructions, setup procedures, or guidance you provide.
  - If I find that instructions are unclear, incomplete, or could be improved, I may point this out in the review. This is part of representing the real customer experience.
  
- **Handling Issues During the Review**
  - If I encounter issues during the review, I will do my best to resolve them before finalizing the video. This may include:
    - Contacting the person or company who supplied the product.
    - Reaching out to relevant communities (e.g., Facebook groups, forums, or other user groups).
    - Whether those issues are fully resolved or not, I may still cover them in the review because they are part of the overall experience.
  
- **Negative Feedback & Corrections**
  - A negative review or negative comments about a product or company will not be grounds for taking down or editing a video. My obligation is to my viewers and their trust.
  - The only exceptions are:
    - If I am shown to be factually incorrect, or
    - If I clearly did not follow official instructions or guidelines and that caused or contributed to a problem.
  
- **If either of these situations occurs, I may:**
  - Update the video description with corrections.
  - Add a pinned comment with updated information.
  - If necessary, remove the original video and upload a revised version with corrected information.
  
- **Liability**
  - I will not be held liable for any negative publicity, loss of sales, loss of investment, or other consequences resulting from an honest review.
  - It is the company's responsibility to design, build, and support a product that performs well in a competitive market.
  - If the product is not of sufficient quality or value, the review may reflect that.

- Expectations & Timeframes
- The Clack Shack is a working shop and a hobby YouTube channel, not a full-time media company. I also have responsibilities outside of YouTube (family, work, health, etc.), so available hours can vary.
  
- Typical review windows (from the time I receive the product):
  - Machines / larger equipment: approximately 4–6 weeks.
  - Smaller products / accessories: typically, under 4 weeks, depending on what else is in the shop and in the queue.
  
- Please note:
  - If parts are missing, defective, or if additional components or advice are needed, this will delay the review.
  - Shop space is limited. I usually review one machine at a time so each product gets a fair testing period. This means I may not start a review the same week the product arrives. I will aim to let you know the realistic start window before you ship.
  - Any desired deadline for a review must be requested upfront. I will do my best to meet it, but I cannot guarantee any specific date.
  
- Communication
  - You are welcome to contact me any time during the review process.
  - I typically respond to emails about twice a week and will provide updates when reasonable.
  - If emails become too frequent or demanding, I may not respond to every message and may ask that communication be spaced out.
  
- Ensuring Fairness
  - I aim to be fair, transparent, and balanced in every review, and this policy exists to protect that standard.
  - When possible, I will assess products on their own merits rather than constantly comparing them to competitors.
  - If comparisons are made, they will only be with:
    - Products I have personally used, and
    - Products that are reasonably similar in nature and price.

- Part of the review may include pushing a machine close to its realistic limits (for example, material thickness, duty cycle, etc.) to show potential buyers what it can and cannot do. If there are limits that must not be exceeded (speeds, temperatures, load ratings, required safety procedures, etc.), these need to be clearly stated upfront or in the user guides.
- Price is often an important factor. If I reference price, it will reflect the price available to me at the time of recording, based on what I can see from Chilton County, Alabama (online stores, official site, Amazon, etc.).
- Brand bias will not play any role in the review. Every product is judged on its own performance, value, and support.
- Based on my experience, I may suggest which types of users (hobbyist, small business, farm use, sign shop, etc.) the product might be most suitable for.
- My opinion is based on the entire experience from start to finish, including:
  - Ordering or receiving process.
  - Assembly and setup.
  - Documentation and software.
  - Support and communication.
  - Real-world performance in my shop.
  
- Publishing & Post-Review
  - I will notify you when I expect the video to go live if that has not already been agreed upon.
  - You are free to comment on, link to, and share the public YouTube video as you see fit, and to use the link in your marketing.
  - If you want to embed or display the video on platforms like Amazon where additional rights or clearances may be needed, you must ensure you have permission from those platforms and follow their rules.
  - If you share or use my content, it should be the full, unedited version with all The Clack Shack branding intact.
  - If you need a shortened or specially edited version, this must be requested and agreed upon separately.
  
- Ownership
  - I own and retain all rights to all video content produced by The Clack Shack.
  - I may occasionally give early access to my Patreon supporters or other supporters before a video goes fully public.
  
- Products Sent for Review
  - Products sent to The Clack Shack become my property upon accepted delivery, unless a different arrangement is agreed in writing before shipment.
  - Products are not considered loans, rentals, or temporary demo units unless explicitly agreed upfront.

- After the review is complete, I may use or dispose of the product as I choose, including but not limited to:
- Continued use in my own shop.
- Follow-up or long-term review videos.
- Inclusion in future comparison videos.
- Donations, giveaways, or contests.

### Agreement

By sending products to The Clack Shack and proceeding with the review process, your company acknowledges and agrees to all of the terms outlined in this policy.

If you are comfortable with these terms and would like to work together, please reach out through the Contact page so we can discuss the details.