

## Metal Fusion Plating Customer Contract

By paying for a job you are agreeing to the following rules, restrictions and policies of Metal Fusion Plating:

### ***Payment & Valuations:***

- All requested orders require a full payment of the agreed on price once Metal Fusion Plating (MFP) is in possession of any parts.
- Orders over **2,500\$ are eligible for split-payment** (split-payment meaning a deposit once MFP is in possession of parts and the rest of the balance paid when the job has been processed into copper), once a customer has received photo proof that their parts have gone through the copper plating process, we will request that customers pay the remaining balance of the order. **Orders will not be continued until the remaining balance is paid.**
- Prices are non-negotiable.
- Customers will be given a fair and honest valuation based on order size, condition and material.
- Requests for *part repairs, fillings and additional work* will be included in the quote when requested.
- Prices are given based on **current materials prices** and the **market current state of the metal market**, labor costs, and additional work
- All orders have a minimum of 100\$.
- Checks are not an allowed form of final payment.
- Once a job is completed, customers are expected to pay the rest of the agreed price (if not paid already). If not paid within 4 days, there is a flat bi-daily interest rate on the remaining balance of 20%.
- Credit card payments (sent via Square) are charged an additional fee of 4% of the total agreed price.
- Quotes given before MFP is in possession of parts are **estimates** and are likely to change once parts are received.

### ***Warranty & Guarantees:***

- All orders have a 3 month warranty, any issues regarding the part's finish not related to normal use are returnable and re-finished at no extra charge within 3 months of the part being returned to the customer. Must have proof of non-related usage, we reserve the right to refuse any re-finish requests.
- Customers can expect the return of their part(s) at a general estimated return time of 3-6 weeks. Time lines are only estimates and are not guarantees

(Subject to change based on order – **assuming no violation of return & refund policies**)

### **Returns & Refunds:**

- The completion of our Job Return Form and Job Refund Form must be completed to initiate any return or refund.
- All customers have the right to request their part to be returned at any time.
- Parts will be returned as is when requested during any part of the plating process.
- **Refunds are only given if MFP is unable to complete a job. Refunds are not given for any other reason.**
- Refunds are not given based on **customer expectation** or **inaccurate time frames.**
- No refunds will be issued for completed jobs.
- **Any charge backs initiated without our knowledge or without previous discussion during the plating process will be contested, and the process will not be stopped and the part will be fully plated.**
- MFP will not undo plating midway through the plating process.
- Parts will be kept by MFP if a chargeback is initiated until a 30% fee of the original balance is paid through an alternative form of payment (Zelle, Cashapp, etc.). Once the fee has been paid, parts will be sent back fully plated.
- Chargebacks initiated relating to **exchangeable parts** (determined by MFP) will be kept by MFP and once exchanged, will be returned to the customer if the 30% fee is not paid.
- Deposits **are non-refundable.**

### **Shipping & Return Times:**

- MFP is not responsible for any possible damages that may occur during shipping. MFP will not re-plate, or cover damages for any part.
- MFP will ask customers to pay for shipping insurance which will cover the value of customer's parts and our plating. This insurance is not mandatory. However it is suggested.
- **If** a customer chooses to insure their part(s) and the plating and MFP's plating is damaged during shipping - MFP will re-plate the part(s)
- All jobs will be shipped out within 3-5 business days upon being completed.
- Jobs are not shipped on weekends.
- Requests for a faster return time are available at a cost dependent on part details.

## **General Disclaimer:**

*Metal Fusion Plating (MFP) has the ability to alter, change or void any and all policies listed in this agreement or as stated in MFP's website, in-person documents, etc. All policies stated in this document or anywhere else within MFP's domain (including website, in-person documents, etc) are valid and apply to this contract and its policies. As the shape of any part becomes more complex (more ridges, twists, corners, crevices, etc) the more difficult it is in all steps of the plating process. This increases chances of blistering, flaking during the plating process thus slowing down the overall completion time. Any and all large imperfections, stains, blistering and flaking means Metal Fusion Plating (MFP) has to start the plating process from scratch. All parts will be inspected to ensure accurate descriptions of material type and quality. Plating is extremely unpredictable -- as such, all timelines, time estimates and turn around times are only estimates and are not true, set-in-stone timelines. MFP is not responsible if the customer experiences issues installing a part after the plating process. Plating creates thickness in parts. This can result in tabs becoming brittle. All customers are responsible for the installation process and MFP bears no responsibility on whether or not a part fits after the plating process. Extra repairs not previously discussed can cause delays; the plating process does fix anything, that is extra work that MFP need to be notified of. Always ship parts disassembled as much as they can be or else this can delay our own process as we have to disassemble them ourselves. All estimates for jobs given before MFP are in possession of your parts are not confirmed until MFP receive said parts and ensure that they are the accurate size, shape, material and quality -- all of which can change our entire planned process. Customers are responsible for shipping costs to and from our location. MFP is not responsible for any damages incurred during shipping of the parts. Plating is a process that alters parts. As such, MFP is not responsible for changes, alterations or damages to parts. Customer's cannot expect parts to be returned as they were originally given if requested to be returned during the plating process. By agreeing to a job and the plating process you are relinquishing MFP of any liability for alterations to your part.*

*\*Any refusals to the above policies will result in the denial of your order.\**

**By paying any amount to MFP for any service, you are acknowledging and agreeing to the above policies.**