

# Carrera Casting Customer Terms & Conditions

## **Intro**

By creating an account, submitting an order, requesting a quote, uploading files, or using Carrera Casting's customer portal, you agree to the following Terms & Conditions.

### **1. Account Information**

Customers are responsible for providing accurate and current business, billing, shipping, tax, resale, and contact information.

### **2. KYC and Compliance Review**

Carrera may request Know Your Counterparty documentation, photo identification, business registration, tax identification, beneficial ownership details, resale certificates, and other supporting documents before approving an account or processing orders.

Carrera may pause, refuse, or further review an account or transaction if information is incomplete, inconsistent, suspicious, or presents compliance concerns.

### **3. AML and Suspicious Activity**

Carrera prohibits the use of its business or services for money laundering, terrorist financing, fraud, or other unlawful activity. Carrera may review unusual payment methods, third-party payments, requests for unusual secrecy, changes in delivery or payment practices, or other red flags.

### **4. Responsible Business Practices**

Customers acknowledge that Carrera operates under responsible business practices aligned with ethical conduct, transparency, human rights, fair labor, environmental stewardship, customer satisfaction, anti-corruption, and responsible sourcing expectations.

### **5. Anti-Bribery and Gifts**

Customers, vendors, employees, agents, and representatives may not offer, request, accept, or provide anything of value intended to improperly influence a business decision.

Gifts, hospitality, or entertainment must not create an obligation, conflict of interest, or improper advantage.

## **6. Quotes and Pricing**

All quotes are estimates until reviewed and confirmed by Carrera. Final pricing may change based on actual weight, metal market pricing, labor, file condition, order changes, customer revisions, production requirements, or other adjustments.

## **7. CAD Files and Design Responsibility**

Customers are responsible for the accuracy of submitted files, including scale, measurements, stone sizes, spelling, thickness, design details, and production intent. Carrera may flag visible concerns but is not responsible for design defects, incorrect files, or customer-approved errors.

## **8. Casting and Production Limitations**

Casting may involve natural tolerances, shrinkage, porosity risk, sprue marks, surface cleanup, and production limitations. Carrera provides casting and related services. Finishing, polishing, plating, stone setting, engraving, or assembly are not included unless separately agreed in writing.

## **9. Turnaround Times**

Turnaround times are estimates and may be affected by file quality, mold requirements, production volume, metal availability, customer approvals, payment status, holidays, shipping delays, compliance review, or other operational factors.

## **10. Payment and Release of Orders**

Orders may require payment before pickup, delivery, or shipment. Unpaid balances may delay current or future work.

## **11. Shipping and Pickup**

Customers are responsible for providing accurate shipping information. Once an order is released to a carrier, courier, or customer-provided shipping account, delivery timing and carrier issues are subject to the carrier's policies.

## **12. Customer Property, Molds, Files, and Records**

Carrera may retain order history, production notes, photos, scans, molds, files, compliance records, and account documentation for repeat work, quality control, legal, business, and compliance purposes.

### **13. Portal Use and Security**

Customers may not misuse the portal, share login credentials, upload harmful files, attempt unauthorized access, access another customer's information, interfere with Carrera systems, or use the portal for unlawful purposes.

### **14. Refusal or Suspension of Work**

Carrera may refuse, pause, cancel, or further review work that is unsafe, incomplete, suspicious, abusive, unpaid, non-compliant, technically unsuitable, or outside Carrera's production standards.

### **15. Grievance and Reporting Process**

Customers and stakeholders may submit concerns through Carrera's Accountability and Transparency process. Reports are reviewed fairly and confidentially where possible. Good-faith reports are protected from retaliation.

### **16. Limitation of Liability**

To the fullest extent permitted by law, Carrera's liability is limited to the value of the specific service or order involved. Carrera is not responsible for indirect losses, missed deadlines, lost sales, lost profits, customer claims, or third-party damages.

### **17. Updates to Terms**

Carrera may update these Terms & Conditions as business practices, legal requirements, compliance standards, technology, or portal functions change.

### **Checkbox**



By creating an account, I confirm that I have read, understood, and agree to Carrera Casting's Terms & Conditions, KYC and AML compliance requirements, responsible business practices, portal use rules, and grievance reporting process.