

Laser Engraving Concepts TERMS AND CONDITIONS

Production Time

Most orders are produced from same day to 2-3 days depending on the number of items and if a logo needs to be drawn.

Drawing/Digitizing Artwork

Drawing or digitizing artwork usually takes approximately 2-3 hours (depending on its complexity) at a rate of \$20/hr.

Artwork/Logos/Graphics/Portraits

Artwork should be submitted in vector format for best results, preferably in .EPS format. Our laser system is not a printer, therefore we cannot engrave in color. All artwork should be converted in Black and White or in Grayscale. We prefer that when submitting graphics or logos, for them to be at least 500 dpi. This will result in a clearer conversion to the desired vector file requirements. When submitting a portrait, it must be at least 600-1200 dpi. Photos taken by mobile phones are not accepted because they are only 96 dpi. The more detail it has, the higher the dpi is required.

Payment Terms

A 50% deposit is required for all orders at the time of placing the order. We accept cash, check, credit cards, Apple Pay, and PayPal.

Cancellation

\$20 charge for all work in progress up to the point of cancellation plus 10% of total amount for restocking purposes.

Guarantee/Warranty

If you are not completely satisfied with your product(s), we will refund your order if there is a defect in material or workmanship provided by us. If the customer provides the material, Laser Engraving Concepts is not liable or responsible for any defects the material already has, especially on items that are used. We reserve the right to refuse/deny service due to the condition of the item(s) and the quality of the image/graphics provided.

Digital Sample/Proof

A digital sample will be issued to the customer for approval before engraving. Any changes/modifications should be discussed at this point. Once the sample has been approved, production will begin.

Returns

Merchandise found to be defective or damaged due to LEC's error, will be replaced or rectified at no additional cost. Customer must inspect the items before leaving. No returns will be accepted after the customer has inspected the item(s) and has left the LEC premises.

Right to Promote

Unless otherwise specified in writing at the time the order is placed, we reserve the right to use any item we produce for display and promotion on social media (LEC webpage, Facebook, Instagram, etc.).

Setup Fee

Because of our efficient processes and systems, Laser Engraving Concepts does not charge a setup fee in most cases. Any custom, irregular object, customer supplied item will incur a minimum one time charge of \$30.

Rush Orders

Same day or next day rush orders require a fee of \$20. Order and artwork must be received by 1 pm MST. Order must be prepaid.

Trademarks and Copyrights

It is assumed by factory that any artwork submitted for engraving is being used in full compliance with all applicable laws regarding its usage. Customer assumes any liability resulting from claims against Laser Engraving Concepts for service marks, infringements of trademarks, copyrights, and patents. By agreeing to print any submitted artwork, Laser Engraving Concepts will not be held liable under any circumstances.

Product disclaimer

Colors and results may vary slightly product to product. Wood products and metal burn different each time.

Types of Acrylic

The type of acrylic used to engrave is called "Cast Acrylic", and the type of acrylic used to cut out letters, numbers, and shapes is called "Extruded Acrylic". When providing this type of material, please make sure which type of acrylic is used for what, and which type it is that you are handing to us.

Wood

Wood is one of the most challenging to engrave due to the inconsistencies in the wood. For photo engraving, the image will not come out as clear or precise because of the grain of the wood. We agree that Alder wood is best to engrave, especially portraits, because of its smooth consistent grain with minimal streaking. Alder wood has a high resin/sap content. It's a good idea to keep in mind that when engraving on wood, the laser burns the resin and drives it into the wood, resulting in a dark burn. If the resin is low, the laser will vaporize the wood, leaving a minimal burn. Regardless of the kind of wood that is used, there will be character/grain/streaking of the wood. We cannot control a natural element. There will be no refunds due to the natural wood product's character.