



## TERMS & CONDITIONS

### 3D Printing/SLA/Polyjet Printing/Carbon Fibre Printing

- The customer is required to supply a high resolution 3D STL CAD file/s.
- **Standard Finish** – Prototypes are given a light sanding on accessible surfaces and given a light lacquered finish.
- **Premium Finish** – Prototypes are sanded on accessible surfaces to ensure fitting of mating parts and a very smooth surface finish.
- While every precaution is taken to ensure flatness, tolerances etc are maintained to a high degree 3D Prototyping can not accept responsibility for any inaccuracies that occur during the 3D printing process.
- No detail less than 0.8mm can be guaranteed to be reproduced. It is the customer's responsibility to ensure that fine detail and wall thicknesses are a minimum of 0.8mm where 3D Prototyping cannot be held responsible if parts break if areas are less than 0.8mm.
- **3D Printing:** General tolerances are +or-0.5% however generally +or-0.1mm is achievable on most prototypes.
- **SLA:** General Tolerances are +or- 0.15mm per 100mm
- **Objet Printing:** No detail less than 0.6mm can be guaranteed to be reproduced. It is the customer's responsibility to ensure that fine detail and wall thicknesses are a minimum of 0.6mm.
- **Objet Printing:** General tolerances are +or-0.5% however generally +or-0.1mm is achievable on most prototypes.
- **Objet Printing:** General Tolerances are +or- 0.15mm per 100mm
- Coloured prototypes require a Pantone number from the customer, 3D Prototyping cannot choose colours on behalf of a customer.
- This may lead to some colours varying from requirements to finished prototypes.
- **Carbon Fibre/Kevlar/Fibreglass:** 3D Prototyping accepts no responsibility for strength of parts or materials used in the manufacture of parts using these materials.

### Rapid CNC

- **Rapid CNC:** General Tolerances are +or- 0.15mm per 100mm
- It is the customers responsibility to choose a suitable material to manufacture a prototype from.
- Some features cannot be accurately produced in the CNC process and maybe changed at 3D Prototypings' discretion.
- All CNC parts are lightly sanded to a presentable surface finish any further post processing must be advised at time of quoting/ordering.
- Files required on placing an order are STEP or IGES files together with 2D drawings detailing material, general tolerances and thread sizes.
- If painting in any process is required the customer is to supply a Pantone number together with advising if a matt, satin, semi gloss or gloss finish is required.
- 3D Prototyping cannot accept customers' material to machine from.

### 3D Designing

- A full design brief is to be supplied by the customer to evaluate design requirements.
- 3D Prototyping will provide suitable CAD files for prototyping/manufacturing purposes and does not include full engineering drawings unless otherwise stated.
- Only .dwf files are issued to the customer for viewing and approving a design. Upon 3D Prototyping completing the design and prototyping process, are actual CAD files released to the customer.
- It is the customers responsibility to ensure that the designs prepared by 3D Prototyping meet all local and international legalities for which the design is to be used for.
- 3D Prototyping does not undertake any engineering calculations to do with strength, loads etc unless otherwise stated, which is solely the customers responsibility.
- Upon acceptance of a design in writing by the customer the design is deemed to be suitable for prototyping/manufacturing, any changes to the design there after will be borne by the customer.
- The customer agrees that following a design produced by 3D Prototyping it will be prototyped in our processes in order to prove the design.
- If the customer prototypes the design outside of 3D Prototyping then they are in breach of our design procedure and will still need to have the prototype produced by 3D Prototyping.
- It is the customers responsibility to trial the designs/prototypes at their own expense.
- 3D Prototyping does not release the original .ipt or .iam files to the customer.

### **3D Scanning**

- If insufficient information is supplied at the time of quoting then an approximate cost is given where a more accurate price can only be given after the parts have been received and the scanning process is complete and may vary greatly from the approximate cost.
- The customer will need to advise as to the type of CAD file that's required from the scanning process.
- The accuracy and resolution of the scanning process is governed by the size of the parts being scanned.
- If an STL file is to be supplied from the scanning process some areas of the part/item that's being scanned may not show up in the STL file due to the geometry of the parts being scanned.
- It is the customers' responsibility to check the CAD file that's generated from the scanning process within 7 days of receiving the file and to report in writing any errors or it will be deemed that the files are correct.
- It is the customers' responsibility to ensure that the parts that are being scanned at 3D Prototyping's premises are insured.
- 3D Prototyping accepts no responsibility for any items that are left for scanning.
- If parts that are being scanned are removed from 3D Prototyping by the customer prior to the reverse engineering process is completed and we need to rescan the parts again for what ever reason then an additional fee may apply.
- It is the customers responsibility to check the supplied CAD file prior to utilizing the CAD file for any manufacturing purposes as 3D Prototyping can not be held liable for any losses incurred by the customer if there are any errors within the CAD file and the customer has failed to check the CAD file first.
- 3D Prototyping will either modify the CAD file or rescan the item free of charge if it is found that there are any errors within the CAD file.
- 3D Prototyping can not be held liable for any legal requirements with regards to IP or Patents on any item that is to be scanned where it is the customer who shoulders all legal responsibilities with regards to items being scanned.
- Any quotation over \$5,000 will require a deposit of 50% on placing an order and the balance of total invoice to be paid prior to delivery of files.

### **Vacuum Casting**

- General tolerances +or-0.15 per 100mm.
- Silicone moulds are not released to customer.
- Silicone moulds are kept for 3 months and then destroyed.
- If a new order is placed after the 3 months new moulds will be manufactured.
- Any order over \$5,000 will require a deposit of 50% on placing an order and the balance of total invoice to be paid prior to delivery.
- Materials used in the vacuum casting process are for prototyping purposes only and may not be suitable for heavy loads that may cause the material to fracture.
- Material or shore hardness cannot be changed once the silicone moulds are produced.
- The quote is to produce the quoted quantity at the same time and cannot be split into batches for what ever reason.

### **Rapid Tooling**

- Tooling costs are not released and form part of the initial order and is included within the unit costs.
- For repeat orders unit pricing will be calculated at time of order.
- Tools are able to produce upto 100,000 parts and or can be used for a maximum of 3 years and then destroyed.
- Tooling is not released to the customer and remains the property of 3D Prototyping
- Any order over \$5,000 will require a deposit of 50% on placing an order and the balance of total invoice to be paid prior to delivery.

### **Injection Tooling**

- Payment required on placing an order: 40% on receipt of order, 30% after 1<sup>st</sup> trial and balance due prior to delivery of tooling or parts
- Lead times commence on receipt of deposit.
- Files required on order are STEP or IGES files together with 2D drawings detailing material and general tolerances.
- Urgent jobs may incur an additional premium of 20-30%
- Photos can be supplied showing the tooling progress.
- Upon final payment being received property then transfers to the customer.
- Generally 2-5 samples will be supplied on first trialing of tooling. Upon approval of samples 2<sup>nd</sup> payment schedule is due.
- If fine tuning is required after first trial 2<sup>nd</sup> moulding samples are generally supplied anything up to 14 days from receipt of written modifications required.
- Unless stated pricing does not include any import taxes or handling fees upon landing in Australia.
- Shipping costs are estimated and cannot be confirmed until final crating of the tooling.

**Injection Moulding**

- Quotation is ex Hong Kong unless otherwise stated.
- Any overruns on mouldings will be charged accordingly.
- Material specifications of moulded parts are available on request.
- Moulding orders below AUD \$1,500 full payment is required on placing an order.
- For packaging customer to advise how many parts per bag.

**General Conditions**

- Freight costs are payable by the customer.
- Quotations exclude GST @10%.
- All prices are in AUD unless otherwise stated.
- Quotations are valid for 14 days from date of quotation.
- All quotations over \$5,000 will require a deposit of 50% on placing an order with the balance due and payable prior to final delivery of goods/and or services provided by 3D Prototyping.
- Delivery times are estimated at time of order and are subject to change.
- Any changes to delivery times will be notified at our earliest convenience.
- Any cancellations will incur some or all of the manufacturing costs/and or services provided to the point when written cancellation is received by 3D Prototyping.
- 3D Prototyping can not be held responsible to any design flaws or omissions within the CAD data.
- 3D Prototyping shall be under no liability in respect to the misuse of prototypes where inappropriate use may expose operators to serious risks or injury, or be liable for any failure in the prototype from undue loads or forces exerted on the prototype.
- 3D Prototyping reserves the right to modify pricing & processes without notifying the customer. This is applicable to all services provided by 3D Prototyping.
- Upon placing a verbal or written order the customer accepts our terms and conditions unconditionally.
- By accepting a quote provided by 3D Prototyping you are entering an agreement for the works to be carried out by 3D Prototyping as per the listed information on the relevant quote/invoice and therefore also liable for all payments as listed on the relevant quote/invoice.
- Any complaints relating to potential faults as to a manufactured prototypes or services must be received in writing within 7 days of receipt of goods or the prototypes or services will be deemed fit for purpose and accepted by the customer.
- All information provided by the company and used by 3D Prototyping remain on file for a limited period of time. No details are given
- Upon acceptance of any errors in 3D Prototyping manufacturing process a replacement prototype will be supplied utilizing the original files that were supplied.
- Should design changes be made after the receipt of original works conducted by 3D Prototyping new charges will be applicable.
- Prototypes, moulded parts or scan data will need to be returned to 3D Prototyping within 7 days and in their original condition that they were sent out in, in order to evaluate any manufacturing errors, or it will be deemed that they are fit for purpose and accepted by the customer.
- 3D Prototyping can not be held liable for any losses incurred due to any faults in our manufacturing or scanning processes.
- Confidentiality: Your Company's designs will not be used in any way or form other than to produce the required prototype, nor will it be released to a third party without the written consent of the owner or used in any way or form to profit from.
- 3D Prototyping reserve the right to modify the terms and conditions at any time where it's the customers responsibility to request the most upto date terms and conditions.

**General Payments**

- All new and existing customers who do not have credit facilities with 3D Prototyping are required to pay in full prior to delivery. A deposit of 50% maybe required before the commencement of any works undertaken by 3D Prototyping.
- Companies or individuals that require credit facilities must complete a credit application form.
- Upon approval of a credit application, subsequent orders are strictly net 7days from date of invoice.
- Overdue accounts deemed by 3D Prototyping to be in arrears are subject to 10% interest accrued annually from date of invoice at any time without notice until such time that the debt is settled in full.
- Any costs incurred in recovering such debts will be borne by the customer.
- All prototypes/and or files are deemed to be the property of 3D Prototyping Pty Ltd until such time that accounts are settled in full.
- All Tooling/Mouldings remain the property of 3D Prototyping Pty Ltd until such time that accounts are settled in full.