



## Terms of Service

**Effective Date:** 04/01/2024

Welcome to Pixels 3D Printing, a 3D printing service provider that offers custom 3D printing and design services. By accessing or using our services, you agree to be bound by these Terms of Service ("Terms"). Please read them carefully.

### 1. Services Provided 1.1. 3D Printing:

We print 3D objects based on files supplied by you ("User Files").

1.2. **3D Design:** We offer design services to create 3D models based on your specifications.

### 2. User Responsibilities

2.1. **File Quality and Accuracy:** You are responsible for ensuring that User Files are complete, accurate, and ready for printing.

2.2. **Content Restrictions:** You agree not to submit files that are illegal, offensive, or infringe on any third-party rights.

2.3. **Intellectual Property:** You represent and warrant that you own or have the necessary permissions to use and modify the User Files.

### 3. Ordering and Payment

3.1. **Order Placement:** Orders must be placed through contacting us through our website or authorised platforms.

3.2. **Pricing:** Prices are provided upon submission of User Files or request for design services and are subject to change.

3.3. **Payment Terms:** Payment must be made in full before we commence work on your order. We accept various payment methods as specified on our website.

### 4. Production and Delivery

4.1. **Production Time:** Estimated production times are provided at the time of quote and may vary.

4.2. **Delivery:** We ship to locations specified at the time of order. Delivery times are estimates and not guaranteed.

4.3. **Shipping Costs:** Shipping costs are borne by you and are calculated based on the destination and shipping method selected.

### 5. Cancellations and Refunds

5.1. **Order Cancellations:** Orders can be cancelled within 24 hours of placement.



After this period, cancellations may not be possible. Part payment will be required if the print has already been started.

**5.2. Refunds:** Refunds are provided for defective prints or errors on our part. Refund requests must be made within 14 days of receiving the product.

**5.3. Returns:** Customised products are non-returnable unless defective.

## **6. Warranty and Liability**

**6.1. Warranty:** We warrant that the printed products will substantially conform to the specifications provided in the User Files.

**6.2. Limitation of Liability:** Our liability is limited to the cost of the product or service provided. We are not liable for any indirect, incidental, or consequential damages.

## **7. Intellectual Property Rights**

**7.1. User Files:** You retain all intellectual property rights to your User Files. By submitting User Files, you grant us a non-exclusive, royalty-free license to use, modify, and print the files for the purpose of fulfilling your order.

**7.2. Design Services:** Intellectual property rights to designs created by us will be specified in a separate agreement.

## **8. Privacy**

**8.1. Data Collection:** We collect personal data necessary for processing orders. Our Privacy Policy explains how we handle your information.

**8.2. Data Security:** We implement security measures to keep your data safe.

## **9. Changes to Terms**

**9.1. Modifications:** We reserve the right to modify these Terms at any time. Changes will be effective upon posting on our website.

**9.2. Notification:** We will notify you of significant changes through email or our website.

## **10. Governing Law and Dispute Resolution**

**10.1. Governing Law:** These Terms are governed by the laws of United Kingdom.

**10.2. Dispute Resolution:** Any disputes arising out of or relating to these Terms shall be resolved through binding arbitration, unless prohibited by law.

**11. Contact Information** If you have any questions or concerns about these Terms, please contact us at:

- **Email:** [pixels3dprinting@gmail.com](mailto:pixels3dprinting@gmail.com)



- **Website:** [pixels3dprinting.co.uk](https://pixels3dprinting.co.uk)

By using our services, you acknowledge that you have read, understood, and agree to these Terms of Service.