



3DM-CASTING

3DM-Casting Customer Service Policy

1. Purpose

At 3DM-Casting, our goal is to provide high-quality 3D printing, mould making, and lost wax casting services while ensuring exceptional customer care. This policy outlines the service standards we strive to meet and the rights of our customers.

2. Scope

This policy applies to all services provided by 3DM-Casting, including 3D printing, mould making, and lost wax casting. It is designed to ensure that all interactions between the business and customers are respectful, efficient, and mutually beneficial.

3. Core Services

- **3D Printing:**
We offer custom 3D printing services with high precision and attention to detail. Every 3D model is reviewed for accuracy and printed to meet client specifications.
- **Mould Making:**
Our mould making services cater to custom designs, ensuring durable and accurate moulds for various applications.
- **Lost Wax Casting:**
We provide expert lost wax casting services, producing high-quality castings using traditional techniques and modern innovations.

4. Customer Commitments

- **Respect and Transparency:**
All customer inquiries are treated with respect and honesty. We ensure full transparency about the scope of services, costs, and expected timelines for every project.
- **Communication:**
Customers will receive timely responses to inquiries. Any delays, changes, or issues

with a project will be communicated as soon as possible, with solutions offered wherever feasible.

- **Project Consultation:**

Before starting any project, we provide a thorough consultation to understand the customer's specific needs. This ensures the final product aligns with their vision and requirements.

- **Quality Assurance:**

We are committed to delivering top-quality results. If the final product does not meet agreed-upon specifications, 3DM-Casting will work to rectify the issue or offer alternatives, including refunds or rework, depending on the situation.

- **Confidentiality:**

All customer designs and intellectual property will be treated as confidential. We take every precaution to protect sensitive information and ensure that all projects are handled with care and discretion.

5. Turnaround Time

- We provide realistic timeframes based on the complexity of the project and workload. If deadlines change due to unforeseen circumstances, customers will be notified immediately.

6. Payment and Refunds

- **Quotes and Invoices:**

All projects will be quoted in advance, with a clear breakdown of costs. Full payment is required before commencing the project unless otherwise agreed upon.

- **Refunds:**

Refunds will be provided only if the final product does not meet the agreed-upon specifications due to errors on our part. Refunds or rework will not be provided for changes in customer preference after the project is completed.

7. Customer Feedback

- We welcome and encourage customer feedback to continuously improve our services. Any concerns or suggestions can be directed to us, and we will address them promptly.

8. Dispute Resolution

- In the event of a dispute, we commit to resolving issues amicably. We will work with the customer to find a fair resolution that meets both parties' interests.

9. Contact Information

For all inquiries, feedback, or concerns, please contact:

Name: Michael Bone

Email: Info@3dmcasting.co.uk

Phone: +44 (0)7782 222 336

