



3DM-CASTING

New Customer Policy

In accordance with our company policy, all new customers placing orders exceeding £100 are required to remit an advance payment amounting to 25% of the total pro forma invoice prior to the commencement of any work. The remaining balance must be paid in full before the goods are dispatched for shipping.

Customers may cancel their order and receive a full refund of the remitted payment, **provided that no work has commenced on the order at the time of cancellation.** However, once any work has begun, the advance payment becomes non-refundable. These measures ensure mutual commitment to the order and facilitate the timely and efficient execution of services.

Updated September 2024.