



Manufacturers of High Quality
3D Printing Filament.

Coex 3D Print Service Terms

- **Model Scaling and Dimensions:** Models will be printed according to the provided 3D model files (STL, STEP, etc.). Please ensure that model scaling is correct or specify that the model needs to be scaled before printing. Two-dimensional mechanical drawings of parts are also helpful in determining proper model size before printing. If the scaling of the model appears to be incorrect, Coex 3D will contact you to confirm the intended dimensions of the part.
- **Material Choice:** Coex 3D offers a variety of materials for 3D printing. We will provide consultation as to the properties of our materials and material datasheet documents are available upon request. The final decision as to material choice is up to you and Coex 3D does not warrant that any material will be fit for any particular purpose. A chosen material being unfit for the part's application is not a valid reason for refund.
- **Print Settings Choice:** There are a wide range of parameters that can be changed to affect the appearance, strength, flexibility, and other aspects of a 3D printed part. If no specific instructions are given as to print parameters that are to be used, or if Coex 3D is not notified that a part has specific requirements (such as strength, flexibility, etc. requirements), standard print settings will be used. A part being unfit for application due to chosen print settings is not a valid reason for refund.
- **Minimum Order:** There is a \$20 minimum subtotal for all 3D print jobs. Any orders with a subtotal of less than \$20 will be assessed a surcharge to bring the subtotal to \$20. This is assessed before tax, shipping, or other fees.
- **Shipping:** Unlike merchandise purchased through our website, custom 3D print jobs do not qualify for free shipping and shipping charges will be assessed for all orders. Local pickup at our location at 1228 Elizabeth St. in Green Bay, WI is also available. We are also able to ship using UPS and FedEx accounts.
- **Order Cancellation by Customer:** Due to the on-demand nature of 3D print jobs, orders cannot be fully refunded once manufacture of the parts has begun. If cancellation is required, contact us as soon as possible and we will do our best to work out a solution. Coex 3D cannot guarantee refunds for print jobs once they have started.
- **Model Revisions:** If a 3D model that was provided to us is to be revised, revisions must be made before an order is placed and manufacture has begun. In the case of revisions being received after manufacture has begun, no refunds will be issued for the parts that have already been manufactured.

 **Email**
sales@coex3d.com

 **Phone**
920-757-1055

 **Address**
PO Box 8893, Green Bay, WI 54308
1228 Elizabeth St, Green Bay, WI 54302



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- **Order Cancellation by Us:** When delivering a quote for 3D printing, we are generally able to determine if a part is capable of being printed before starting production. That said, Coex 3D reserves the right to cancel an order at our discretion if the model is unfeasible for printing. In case we cancel your partial or entire order, we will contact you and issue a full refund for the canceled item(s).
- **Order Refusal:** Coex 3D reserves the right to refuse any 3D printing order, for any reason. Items we may refuse to print include but are not limited to weapons or parts of weapons that relate to the functioning of that weapon, including firearms, ammunition, bladed weapons, etc., items that infringe intellectual property rights including copyright and trademark, and any other item that may be illegal or prohibited.
- **Warranty Disclaimer:** Coex 3D warrants only that the model manufactured by us will substantially meet the features of the indicated 3D model within the limitations of the 3D printing technology. Coex 3D does not give any warranty about the 3D models themselves and does not guarantee that the 3D model will be fit for any purposes. Please inspect the 3D model upon receipt immediately. If the 3D model is faulty when you received it and you believe you are entitled to a replacement in accordance with the warranty above, please [contact us](#) within 10 days after receipt of the 3D model. Such warranty claim can be made only within 10 days after receipt of the model by you. Do not return the 3D model unless we require you to do so. We reserve the right to condition any replacement or refund on the return of the 3D model. We will confirm whether you are entitled to a replacement or refund. We reserve the right to condition your receipt of a replacement or refund on you providing us with photographs that we deem necessary to evaluate your claim. A model will be ineligible for replacement or refund if the model has been altered or post-processed in any way by you. Transportation costs in respect of a faulty product will be borne by us. If we do not receive any notice within the provided 10 days, we will assume the 3D model meets your specifications and performance requirements and will not be eligible for refund or replacement.
- **Terms Revisions:** Coex 3D reserves the right to modify these terms at any time, with or without notice. Please contact us if you require the most recent copy of these terms and conditions.

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