

## **Notes / Terms (Please review)**

### **IMPORTANT Laser Engraving Notes:**

Engraving is a process that results in permanent marking of your item. Once done, engraving cannot be undone. By accepting the terms of service, the customer acknowledges the risk associated with having their personal item engraved and assumes responsibility for any and all markings as they appear on the finished product. Outlaw Angel Arms works to provide quality finished products but warns its customers that not all materials engrave the same and some may not respond with a laser engraver in a manner that is aesthetically pleasing. As such, the customer must be aware that end result is likely permanent and, in some cases, even destructive to the finish of the item. Outlaw Angel Arms accepts no responsibility, nor offers refunds for custom engravings for any reason other than verified errors on the part of Outlaw Angel Arms. To help mitigate these issues, customers are responsible for verifying all spelling and designs (in writing) prior to the item being engraved. Once approval has been given to Outlaw Angel Arms, the engraving process will occur, and any errors created by or approved by the customer will not be the responsibility of Outlaw Angel Arms. Outlaw Angel Arms accepts no responsibility for nor offers refunds for custom engravings for any reason other than verified errors on the part of Outlaw Angel Arms.

### **IMPORTANT Cerakote Notes:**

1. Cerakote is a process that results in permanent coating/coloring of your item. By accepting the terms of service, the customer acknowledges the risk associated with having their personal item coated in Cerakote and assumes responsibility for the final appearance of the finished product. Outlaw Angel Arms works to provide quality finished products but warns its customers that not all finishes cure to the exact hue they may have seen in a photo or online. This is often due to photo manipulation prior to posting or printing an image and may not offer a realistic view of the finished coating. As such, the customer must be aware that end result should be considered permanent until such a time that they have the finish stripped and recoated. To help mitigate these issues, customers are responsible for verifying the color they want to use through the Cerakote website and or accepting and approving (in writing via email, text) the color they have selected through the Cerakote website or by way of approving the color swatch photos provided by Outlaw Angel Arms. Outlaw Angel Arms accepts no responsibility for nor offers refunds for any Cerakote service for any reason other than verified errors on the part of Outlaw Angel Arms.

a. **Recoating:** In the case where the Cerakote job is complete, if the owner does not like it and wants Outlaw Angel Arms to redo to Cerakote, the cost would be the FULL PRICE of the new job, unless approved by the owner/s of Outlaw Angel Arms in writing.

b. **Color Premiums:** Outlaw Angel Arms, offer a large selection of colors to choose from. If the customer wants a color that is not in the color inventory provided, there might be a Premium charge of \$35.00. The cost will be added to the total balance owed and MUST be paid for in full before the item is released to the customer. This is because the color will be special ordered for this job.

### **LEAD TIMES:**

Engraving Lead times vary depending on the number of orders, holidays, and scheduled shows/conventions. Typically, lead times for Engraving run between seven (7) to ten (10) business days before the item is packed for return shipping to the customer. These times may extend for custom designs that require additional time to prepare the artwork.

Cerakote Lead times vary depending on the number of orders, holidays, and scheduled shows/conventions. Typically, lead times for Cerakote run between four (4) to five (5) calendar weeks. This is due to several factors to include existing orders, supply restock for specific colors, the preparation process (full disassembly of provided parts, full stripping of existing finish, degreasing, etc.) the coating process, and the curing process.

**Digital Content:** Once Purchased, the digital content is available for you to use commercially. You may alter the artwork as you see fit to accommodate whatever project you are working on. You will be provided with an AI, JPEG, and SVG file for the digital content you purchase. Once payment is cleared, you will be provided a link to a location that you can download all the files. Digital content sold is not the sole property of the purchaser. The files provided will be available to other interested parties for so long as the creator (Outlaw Angel Arms) deems appropriate.

**Payment:** Customer understands and agrees, that there will be a 50% prepayment for any work requested, prior to ANY work being initiated. The remaining outstanding balance owed, MUST be paid in full once the service is rendered complete and the final invoice is provided before the property is released or transferred to the customer.

a. Payment is due within 2 (two) weeks of the date on the invoice. Customer also understands and agrees that there will be a \$25 storage fee on the 30<sup>th</sup> calendar day after the date on the invoice. The customer also understands and agrees that there will be a \$25 or 5% (whichever is greater) storage fee per calendar month, till the service/property is paid for in full and picked up.

**Credit Card Disputes:** The Customer agrees that they will NOT dispute any charges for payment/s made to Outlaw Angel Arms, for services rendered after the approval is given by the customer. The Customer also agrees to pay/reimburse Outlaw Angel Arms for ANY and ALL cost associated with recovering payment/s for services rendered (Attorney cost, Court cost, lost income). The Customer also agrees that Outlaw Angel Arms, will no longer do business with them.

## Notes / Terms

\*\*\*NOTE\*\*\* We are a Class 2 FFL (07/02 manufacture) and CAN accept firearms and NFA items for engraving or Cerakote work. We can accept and work on NFA parts and parts that are or are not defined as a "firearm" by the Bureau of Alcohol Tobacco and Firearms (BATF). Examples of the parts we can work on are all pistols, pistol slides, barrels, magazines, all upper receivers, etc. If you send a full firearm to any address other than to what is being given. They will be returned to a local FFL in your area for transfer back to you as required by federal regulation. In the event that an FFL does not accept the firearm transfer within 12 hours of receiving the firearm, then the firearm will need to be turned over to local law enforcement. Outlaw Angel Arms accepts no responsibility or liability for any firearms shipped to the shop and will not be held accountable for any items shipped to the company in violation of law. This accountability will be on the part of the individual that shipped the firearm. Only a person of legal age (according to any Local, State, or Federal laws) may pick up or accept shipment of any Firearms or NFA items and must be the person who owns and delivers the Firearm or NFA item to us.

80% Frames and Lower receivers: all Privately Made Firearm (PMF) Must be engraved with a serial number and manufactures information (Name, City, State and Country). If the PMF does not have the required information by the BATF, Outlaw Angel Arms WILL engrave the required information. This WILL be with a charge of \$65.00 to be added to the total balance owed and MUST be paid in full before the firearm is released to the owner of the Firearm or NFA item.

Shipping: The customer accepts responsibility for any and all shipping to the shop. The customer is responsible for procuring and maintaining adequate insurance for any and all items they ship to the shop. Outlaw Angel Arms and its Parent company does not accept any responsibility or liability for any items lost or damaged by the customer, or shipping/ carrier service while in transit to Outlaw Angel Arms. Additionally, the customer accepts responsibility for providing adequate packaging and protective materials (i.e. thick cardboard box, bubble wrap, foam, etc.) as Outlaw Angel Arms will not accept any responsibility or liability for items that are lost or damaged in transit due to improper or inadequate packaging.

Thank you for your interest in our business!

BE SURE TO READ AND ACCEPT THE TERMS OF SERVICE PRIOR TO PAYING THIS INVOICE. BY PAYING THIS INVOICE, YOU ACCEPT AND AGREE TO ALL THE TERMS PROVIDED HERE.

Please Print, Sign and Date.

Print Name

Sign Name

Date