

# Engravable Arts

## Professional Terms, Conditions & Customer Policies

### 1. Introduction

These Terms, Conditions, and Policies govern all purchases, custom orders, digital products, laser engraving services, embroidery services, promotional products, and related services provided by Engravable Arts.

### 2. Intellectual Property & Copyright

All artwork, designs, photographs, graphics, digital files, mockups, logos, website content, videos, and product designs created by Engravable Arts remain the property of Engravable Arts unless otherwise agreed in writing. Unauthorized copying, resale, distribution, digitizing, sharing, or reproduction is prohibited.

### 3. Customer-Supplied Artwork

Customers warrant that they own or have permission to use any artwork, logos, trademarks, photographs, or other materials submitted for production.

### 4. Custom Order Policy

Custom and personalized items are created according to customer specifications. Due to the unique nature of these products, custom orders are generally non-refundable once production has begun.

### 5. Small Item Design Limitations

Certain products, including leather patch caps, hat patches, wallets, keychains, and other small-format items, have limited engraving space and may not be suitable for highly detailed artwork. To ensure the best possible engraving quality, Engravable Arts recommends simple logos, minimalist designs, text-only designs, monograms, and basic line art. Highly detailed artwork, photographs, intricate graphics, fine text, and complex designs may not engrave clearly or produce acceptable results on smaller items. Designs available on the Engravable Arts Design Library page are generally intended for larger products and are not recommended for use on small-format items such as cap patches or wallets unless specifically noted otherwise. Engravable Arts reserves the right to modify, simplify, resize, or decline artwork that is not suitable for the selected product. By placing an order, the customer acknowledges and accepts these limitations.

### 6. Design Restrictions

Engravable Arts reserves the right to refuse artwork or content containing copyrighted material without authorization, pornography, nudity, hate speech, discriminatory content, illegal content, or material deemed inappropriate.

### 7. Proof Approval

Customers are responsible for reviewing spelling, dates, names, artwork placement, and design details before approving proofs. Additional changes after approval may incur fees.

## **8. Production Times**

All products are made to order. Standard production time is typically 5–7 business days unless otherwise communicated. Large orders, specialty materials, custom artwork revisions, or seasonal demand may require additional production time. Customers will be notified if an order is expected to exceed the standard production window. Rush production may be available for an additional fee depending on workload, material availability, and project complexity. Rush service is not guaranteed until confirmed by Engravable Arts.

## **9. Returns & Refunds**

Non-custom products may be eligible for return within 30 days if unused and in original condition. Custom products, digital products, gift cards, sale items, and personalized products are not eligible for return unless defective.

## **10. Damaged Orders**

Customers must notify Engravable Arts within 48 hours of delivery if an item arrives damaged or defective and provide photographs documenting the issue.

## **11. Shipping Policy**

Shipping dates are estimates only. Delivery times are controlled by shipping carriers. Engravable Arts is not responsible for carrier delays.

## **12. Lost or Missing Packages**

Customers should check with neighbors, household members, and the carrier, and file a carrier claim when necessary.

## **13. Commercial Use & Resale**

Physical products may be resold by the purchaser. Artwork, designs, and digital files may not be reproduced or redistributed without written authorization.

## **14. Order Cancellations**

Orders may be cancelled before production begins. Once production has started, cancellation requests may be denied or subject to fees.

## **15. Chargebacks & Payment Disputes**

Customers agree to contact Engravable Arts before initiating a chargeback so that concerns can be addressed.

## **16. Warranty Disclaimer**

Products are provided as-is. Natural variations in wood, leather, fabric, engraving depth, and color are normal characteristics and not defects.

## **17. Limitation of Liability**

Liability shall not exceed the purchase price paid for the applicable order.

## **18. Governing Law**

These terms shall be governed by the laws of the State of Oklahoma.

## **19. Policy Changes**

Engravable Arts reserves the right to modify these policies at any time.

## **20. Contact Information**

Engravable Arts C/O Bryon Hunter 221 E. Vaughan St. Kansas, OK 74347  
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