

TERMS AND CONDITIONS

Last Updated: February 4th, 2025

Thanks for using our services. Below you can find the Terms and Conditions (“Terms”) that govern your use of our website and services. By accessing or using our site and services, you agree to these Terms.

1. Acceptance of Terms

By using our website and services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

2. Services Offered

Cad Surfer provides 3D printing services, engineering services, reverse engineering, including but not limited to design consultations, material selection, and the manufacturing of 3D-printed parts. These services are provided according to customer specifications and the capabilities of our technologies.

3. Quoting and Ordering

Quoting: We offer quoting via email for a reliable delivery of quality and price. All quotes are estimates based on the information provided by the customer, such as file type, part dimensions, materials, and printing technology. The time for a quote can be around 1 or 2 business days.

Order Acceptance: Orders are confirmed only upon payment and approval of design files by our team. We reserve the right to refuse or cancel any order, even after confirmation, if the design does not meet optimal additive manufacturing technical standards or legality.

4. Pricing and Payment

Price Calculation: Prices are calculated based on factors such as print run time, bounding box size, material, printer type, and part complexity. Quotes are subject to change based on changes to design files or additional customer requests.

Payment: Payments must be made in full at the time of order. We accept major credit cards and other payment methods listed on the website. Depending on the industry and size, credit can be requested.

Currency: All transactions are conducted in MXN or USD, based on the quote or exchange rate at the time of pay. Exchange rates are based on the Official Journal of the Federation (Mexico).

5. Lead Times

Lead times are best estimates and not guarantees, they may vary based on part complexity, order size, and production load.

6. Shipping

Shipping Methods: We ship through various carriers and will provide tracking information once your order is dispatched. Shipping costs are calculated at checkout and are the responsibility of the customer unless otherwise stated.

International Shipping: Duties, taxes, and customs fees are the responsibility of the customer for international shipments. These charges are not included in the shipping cost at checkout.

7. Part Design and Printability

Design Responsibility: It is the customer's responsibility to ensure the accuracy of the design files provided. We offer printability checks but are not liable for design flaws in files that pass initial checks but result in unsatisfactory prints.

File Formats: We accept STL, STEP, OBJ, and 3MF file formats. Other formats may be accepted at our discretion.

8. Non-Disclosure Agreements (NDAs)

We offer mutual NDAs for confidentiality. If you have your own NDA, we're happy to review and sign it after our review. All data, designs, and customer information shared with Cad Surfer is treated with strict confidentiality.

9. Refunds and Cancellations

Cancellations: Orders can be canceled while in the pending stage, prior to being processed and moved into the production queue. Once production begins, cancellations are still possible but may require additional fees to cover costs already incurred by Cad Surfer, including material and labor expenses.

Refunds: Refunds or reprints are provided only in cases where the part is defective due to our error or machine failure. Requests for refunds must be made within 7 days of receipt of the part. We reserve the right to inspect the part before issuing any refunds or reprints.

10. Intellectual Property

All intellectual property rights in customer-submitted designs remain with the customer. However, by submitting designs, you grant Cad Surfer the right to use your design for manufacturing the requested parts and for internal quality assurance processes.

11. Liability

Limitations: To the maximum extent permitted by law, Cad Surfer Labs is not liable for any damages, including but not limited to direct, indirect, incidental, or consequential damages, arising from the use or inability to use our services or products.

Customer Responsibility: The customer assumes full responsibility and liability for the use of all parts produced by Cad Surfer, regardless of any issues with material, design, or manufacturing. Cad Surfer disclaims all responsibility for any damages, defects, or failures related to the material used, the intended application, or any misuse of the product. It is

solely the customer's obligation to ensure that the parts meet their safety, functional, and regulatory requirements prior to use.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Aguascalientes, Mexico. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts in Aguascalientes, México.

13. Changes to Terms

Cad Surfer reserves the right to update or change these Terms at any time. Any changes will be effective immediately upon posting on our website. Continued use of our services constitutes acceptance of the revised Terms.

14. Contact Information

If you have any questions or concerns about these Terms, please contact us at:

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