

Customer File & IP Handling Policy

Customer-facing document - effective May 12, 2026

This policy explains how HexCore Manufacturing handles customer-submitted files, models, drawings, photos, measurements, and related project information for quote review and approved production work.

1. Customer Ownership

- Customers retain ownership of the designs, files, models, drawings, photos, measurements, and project details they submit unless a separate written agreement says otherwise.
- Submitting files for review does not transfer ownership of the customer design to HexCore Manufacturing.

2. Limited Use Permission

- By submitting files, the customer gives HexCore Manufacturing limited permission to review, quote, prepare, manufacture, package, ship, support, and retain reasonable records for the requested project.
- HexCore Manufacturing does not claim ownership of customer-submitted project files because they were submitted for quote review or production.

3. Protection of Non-Public Files

- HexCore Manufacturing will take reasonable steps to protect non-public customer files and project details from unauthorized public disclosure.
- Customer files, photos, screenshots, prints, packaging, drawings, or project details will not be posted publicly without written customer permission.

4. Public Examples and Marketing

- HexCore Manufacturing may request written permission before using customer project photos, names, logos, files, or project details in website, social media, portfolio, or marketing materials.
- Permission should identify what may be shown, where it may be shown, whether a customer name or logo may be used, and whether any details should be hidden.

5. Retention and Reorders

- HexCore Manufacturing may retain project records and approved production files for business, reorder, accounting, tax, support, and customer service purposes.
- Customers may request deletion of project source files when feasible. Some business records may be retained where legally, operationally, or commercially necessary.

6. Customer Authorization

- Customers should submit only files, models, drawings, photos, measurements, and related materials they own, created, licensed, or are authorized to use for the requested project.
- HexCore Manufacturing may decline or pause projects when ownership, authorization, safety, restricted use, or product category concerns are present.

HexCore Manufacturing is operated by HexCore Mounts LLC. These documents are provided for customer review and do not replace project-specific written agreements.