

Privacy Policy

Customer-facing document - effective May 12, 2026

This Privacy Policy explains how HexCore Manufacturing collects, uses, and protects information submitted through the website, quote forms, email, project files, and customer communications.

1. Information We May Collect

- Contact details such as name, email, phone number, company, billing or shipping information, and communication preferences.
- Project details such as part descriptions, quantities, materials, timelines, use cases, destination information, packaging needs, and production notes.
- Submitted files such as 3D models, drawings, photos, measurements, documents, reference images, and related project materials.
- Business review information such as company country, product category, end use, ownership/contact details when needed, and related information for domestic or international project review.

2. How Information Is Used

- To review projects, prepare quotes, communicate with customers, manufacture approved orders, package and ship orders, provide support, and maintain reasonable business records.
- To protect against spam, fraud, unauthorized use, unsafe projects, unlawful projects, or project requests that require additional review.
- To support business, accounting, tax, shipping, payment, customer service, recordkeeping, and legal obligations.

3. Sharing Information

- Customer information may be shared with service providers as needed for hosting, email delivery, payment processing, accounting, shipping, file review, production support, or business operations.
- HexCore Manufacturing may disclose information when required by law, to protect rights and safety, or to respond to lawful requests.

4. Customer Files

- Customer-submitted project files are used to review, quote, manufacture, package, ship, support, and retain reasonable records for the requested project.
- HexCore Manufacturing does not sell customer files. Project files are not used for public marketing without customer permission.

5. Retention and Deletion Requests

- HexCore Manufacturing may retain project files, quotes, communications, order records, invoices, review notes, and related records for business, reorder, operational, security, and compliance purposes.
- Customers may request deletion of project files when feasible. Some records may be retained where legally, operationally, or commercially necessary.

6. Security

- HexCore Manufacturing uses reasonable administrative, technical, and organizational safeguards appropriate for the business. No method of electronic storage or transmission can be guaranteed to be completely secure.

7. Contact

- Questions about this Privacy Policy may be sent to quotes@hexcoremanufacturing.com.

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