

Terms and Conditions

Customer-facing document - effective May 12, 2026

These Terms and Conditions apply to use of the HexCore Manufacturing website, quote requests, project reviews, approved production work, packaging, and related customer communications unless a separate written agreement applies.

1. Company and Service Scope

- HexCore Manufacturing provides quote-based contract FDM 3D printing, prototype printing, small-batch production, replacement part production, repeat production runs, packaging, and shipping support from customer-provided project information and files.
- All projects are reviewed before acceptance. A quote request, file upload, email, or discussion does not require HexCore Manufacturing to accept or produce a project.

2. Customer Files and Authorization

- Customers should submit only files, drawings, photos, measurements, designs, and related materials they own, created, licensed, or are authorized to use for production.
- By submitting project materials, the customer grants HexCore Manufacturing limited permission to review, quote, prepare, manufacture, package, ship, support, and retain reasonable project records for the requested project.

3. Quotes, Pricing, and Approval

- Quotes are based on the details provided, including model condition, material, color, quantity, print time, packaging needs, delivery preference, and project review requirements.
- A project is not scheduled for production until the quote is accepted, payment or payment terms are confirmed, and any required project details are complete.

4. Project Review and Restricted Uses

- Projects may be declined or paused for review based on product category, end use, ownership questions, file authorization concerns, safety concerns, restricted-party concerns, regulated applications, or other business reasons.
- International company inquiries may require additional review for company location, ownership, product type, end use, and U.S. business requirements. HexCore Manufacturing does not provide legal, customs, tax, export, import, sanctions, or trade compliance advice.

5. Production Tolerances and Part Use

- 3D printed parts can have normal layer lines, minor surface variation, support marks, seam visibility, color variation, and dimensional variation based on geometry, material, orientation, and process limitations.
- Customers are responsible for confirming whether a part is suitable for their intended use, environment, loads, safety requirements, regulatory requirements, and customer-facing claims.

6. Shipping, Risk, and Delivery

- Shipping options, timing, and costs may be included in the quote when requested. Delivery estimates are not guarantees unless separately agreed in writing.
- HexCore Manufacturing is not responsible for carrier delays, incorrect shipping information supplied by the customer, or events outside reasonable control.

7. Confidentiality and Public Use

- HexCore Manufacturing will take reasonable steps to protect non-public customer files and project details.
- HexCore Manufacturing will not publicly post customer project photos, files, names, logos, or project details without written permission, except for generic business records that do not identify confidential customer information.

8. Remedies and Limitation of Liability

- If HexCore Manufacturing determines that a produced item has a production defect, the available remedy may include repair, replacement, reprint, credit, or refund of the affected item at HexCore Manufacturing discretion.
- To the maximum extent permitted by law, liability related to a project is limited to the amount paid to HexCore Manufacturing for the affected project unless applicable law requires otherwise.

9. Updates

- These terms may be updated as services, website pages, customer forms, or business requirements change. The version posted on the website is the customer-facing reference version.

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