

Custom Laser Service Request Form



Your contact details, please:

Date: _____

Full Name: _____

Phone: _____ eMail Address: _____

Street Address:

City: _____ State: _____ Zip Code: _____

Will you be supplying the item to be customized? _____ Do you own the item being customized? _____

Please describe the item you wish to customize? _____

Customization is for a single item, or multiple? _____ Customization is? _____

How would you like to customize this item? (Please list Stock ID #s if applicable & describe how you want the item customized.)

What lasering service would you prefer? _____

How will your item be delivered to us? _____

Service Agreement Terms & Conditions (Click on the field below to expose scrolling bar. Please review in entirety before agreeing to terms.)

Liability:

Center Mass's liability is limited to the cost of the value added by Center Mass to the part. Center Mass's value added service shall be free from defects in material and workmanship for a period of 10 days from date of shipment. This warranty is limited to the direct Buyer only and is not extended to any third party. Center Mass is not liable for the cost of the customer supplied parts or any associated freight cost. Any other warranties express and/or implied are null and void. The Buyer is solely responsible for product design and performance.

Refunds:

All sales are final. Center Mass will reproduce your order if we verify that we made an error. We must be notified with 24 hours from delivery of any defects. We may request that you return 100% of a defective order within 5 business days before we agree to redo your order.

I have read and agree to the Terms listed here.

Last, but not least, how did you hear about our services:

External Web Links:

CMI Art Dept eMail: ArtDept@centermassinc.com

Stock Artwork: [CMI Stock Art Book.pdf](#)

Artwork Requirements: [Specifications for Custom Laser Engraving Artwork.pdf](#)

Please fill out, save, and return this form via email to the CMI Art Dept (above). Alternatively, this document may be faxed to 734.425.2216

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Liability for Errors: We are not liable for errors committed by the customer during the course of personalizing a product. These errors, though not limited to, may be a result of the following: misspelling, bleeds, grammar, punctuation, or image resolution. We are not liable for customer supplied items that may have special coatings, lack of protective coatings, or other materials, known or unknown that may be marred, damaged or destroyed by any and all processes used in the engraving, marking, cutting, cleaning, storage or any other process used in production of a customized item in our possession.

Claims and Actions: Center Mass is not liable for incorrect counts or shortages in receiving customer supplied parts or product. Center Mass is not responsible for customer supplied product that may be lost, damaged or destroyed regardless of the reason for said loss, damage or destruction during shipping. The Buyer shall not return any non-conforming goods without written notification to Center Mass. Center Mass will reject any unauthorized returns and the Buyer will be responsible for all associated costs and expenses, including freight costs, and will bear the risk of loss or damage to such products. Center Mass, at its sole discretion, may accept or reject the claim after inspection of returned products at its facility.

Limitation of Liability: Center Mass, at its option, shall repair and/or rework defective parts or refund the value added cost of the purchase price. In no event shall Center Mass be liable for any special, indirect/direct, incidental or damage arising out of the sale. In no event shall Center Mass's liability under any claim exceed the value added of the work performed on the parts by Center Mass. Center Mass is not responsible for, and does not insure, customer supplied items or any other objects or tools supplied by the customer and held at Center Mass's location from fire, theft, water damage or any other hazards. It is the customer's responsibility to insure their property while located in Center Mass.

Loss to Buyer's Property: Any designs, tools, materials, customer supplied items and equipment furnished by the Buyer for making product may be considered obsolete and may be destroyed by Center Mass after 6 months of non-use. Center mass is not responsible for damage or loss of property, for any reason, while in Center Mass's possession.

Buyer's Obligation: Buyer shall follow terms and conditions in order to settle monies owed. Center Mass shall retain a security interest in products supplied until payment is received under the Uniform Commercial Code. Center Mass shall have security interest in, and lien upon, any property of the Buyer's in its possession in order to secure payments of monies owed.

Cancellation and Changes: Purchase Orders shall not be canceled and/or changed unless authorized by Center Mass. Additional charges may be applied based on cancellation and/or change to the original Purchase Order.

Force Majeure: In the event of contingencies beyond the reasonable control of Center Mass, the obligation of Center Mass shall be suspended, and quantities so affected may be eliminated from the contract without liability. If Center Mass invokes force majeure, Center Mass shall give prompt notice of, and utilize best efforts to terminate or remove, the Force Majeure conditions.

Entire Agreement: This agreement contains the entire agreement between Center Mass and the Buyer and constitutes final, complete and exclusive expression of the terms of the agreement.

Waiver and Severability: Failure to enforce any provision of this agreement will not waive that provision nor will any such failure prejudice Center Mass's right to enforce that provision in the future.

Termination: Center Mass reserves the right to cancel this agreement for any reason at any time.

Governing Law: This agreement and the sale and delivery of products shall be deemed to have taken place in and shall be governed and construed in accordance with the laws in the State of Michigan, County of Wayne. Disputes between the parties shall be settled by arbitration first, unless both parties agree in writing.

Changes to the Terms: Center Mass reserves the right to modify these Terms from time to time at our sole discretion and without any notice. Changes to our Terms become effective on the date they are posted and your continued use of Center Mass and any changes to Terms will signify your agreement to be bound by them.

Marketing and Privacy: Finished projects may be photographed and used by CMI for display and promotion unless otherwise specified in writing at the time the customer submits the Custom Laser Service Request form.

Hold Harmless and Indemnification: The customer accepts all responsibility for ensuring they possess the legal right to authorize CMI to reproduce any design. Should CMI be challenged for infringing on the intellectual property of a third party based on a customer's design, the customer agrees to accept all liability and to defend CMI.