



### **General Information**

First and foremost, your complete satisfaction is our number one priority. Please know, we will always deliver high-quality, expertly crafted items. And we'll do everything; we can to ensure you're happy with your purchase.

Your items will have their own unique wood color, grain patterns, and natural streaking. Engrave items - maybe slightly lighter or darker than our site photos - depending on the actual product or wood itself. We maintain extremely high standards, and attention to detail when it comes to each of these factors. So rest assured, you will receive an excellent product that has received our careful inspection. We cannot however, issue refunds due to any of these naturally occurring variations. We hope you'll appreciate the unique beauty and traits of your items, as much as we do!

Lastly, all of our lumber selections used in creating our products are FSC certified, meaning they have been grown and harvested in a sustainable manner, as approved by the Forest Stewardship Council.

### **Terms of Sale**

Initial order is \$250 minimum (prepay); product minimums apply to each product. Following orders \$100 minimum – product minimums apply.

Your order will be handcrafted and shipped within 10 business days. Orders are filled on a 1st come 1st serve basis. Advance orders are always welcome and greatly appreciated. Seasonal orders become heavy at times, so please plan accordingly.

We are happy to work with you on customized products. Custom products require a 50% deposit; balance due prior to shipping. We need you to provide the graphics or artwork that is intended for use. Artwork must be submitted in black & white, hi-resolution or vector graphic. Quantity minimums will apply. Please inquire for pricing.

### **Overview of a laser:**

Laser cutting Red Lines: hairline RGB: 255,0,0

Vector engraving / scoring: Blue Lines: hairline RGB: 0,0,255

Raster engraving: Black lines / fills:RGB: 0,0,0

Vector file formats: AI or \*.EPS ( Adobe Illustrator), .DXF AutoCAD v2004, .

CDR (CorelDRAW), .SVG, PDF Image file formats: (engraving only) Image files black and white at least 300DPI sent as .jpeg, .tiff or .png. Artwork service fee of \$50.00 applies to graphic manipulation.

### **Shipping**

Orders typically ship within 10 business days. Shipping (insured) is actual, plus nominal packaging fee based on destination. Shipping standard ground service typically Fed Ex, express service is offered.

Any items that are defective or damaged in transit will be replaced immediately, free of charge. We request that photos be sent of the damaged package and item for claim purposes.

### **Distribution and Exclusivity**

We do honor selective distribution agreements with our existing accounts. To maintain exclusivity per your location, we require a minimum of \$5,000 per year, per location following of the initial order. If this minimum is not met, we reserve the right to seek another retailer. We do not do consignment.

### **Payments Accepted**

Visa, MasterCard, Amex, Discover, and company check.

Prepay your order by credit card prior to shipping save 2%; Prepay your order by Company Check prior to shipping save 3%. Check must be received within 7 business days of order placed. Order will not ship until paid in full. Net 30 days available with approved A++credit. Net 30 is due from order ship date. 2% finance charge added to past due invoices. All accounts 30 days past due become credit card accounts. Outstanding invoices must be paid prior to shipping following order.

### **Returns and Claims**

Merchandise return allowed within 90 days of invoice for credit or exchange only. Returns must be as new condition. All returns require authorization. Return merchandise shipping is your responsibility. All claims for merchandise lost or damaged in transit must be reported immediately to G3 Studios. All return requests must be made within 10 days of receipt of product.