

- All work has 6 months maintenance included in price.
- Damage or product failure due to vandalism or other unforeseen external conditions is not covered under the 6 months maintenance.
- NE3D Ltd Advise against making any modifications or self maintenance during the standard 6 months maintenance period as this will void any guarantee or Maintenance contract.
- NE3D Ltd will always try and solve any maintenance issues as soon as possible, but due to other commitments we reserve the right to carry out maintenance at our convenience.
- After the 6 month maintenance period has expired NE3D Ltd charge £40 per hour plus any material cost. Unless agreed otherwise.
- NE3D Ltd operating hours are Monday to Friday 9 am to 6 pm. We do not work Bank holidays unless requested to do so. Any out of operating hours work is charged at £70 per hour.
- As we occasionally rely on outside suppliers during the fabrication process this may affect estimated delivery dates. We appreciate the importance of deadlines and we will always try our best to deliver on the estimated delivery date.
- NE3D Ltd reserve the right to cancel any order at any time. If NE3D Ltd cancel an order any payments made will be refunded in full.
- All invoices must be paid within 28 days of invoice date. Failure to do so will incur a fixed penalty of £10 per day until payment has been made and a £50 administration charge for every communication regarding late payment.
- Although we will endeavour to deliver between 9am and 6pm we reserve the right to deliver at any time up to 11.59pm of the agreed day. If you are unable to receive the goods in person then we have authority to leave the goods with security or another member of staff.
- We assume that you have read and understood our terms and conditions before you place an order. If you have any questions or have any special requirements please ask.
- Any deposit paid is none refundable unless NE3D Ltd cancel the project.
- If during the project the initial brief changes NE3D Ltd is flexible enough to accommodate these changes but this may have an effect on the final cost and the estimated delivery date.
- NE3D Ltd hourly rate is £40 ph for modelmaking, £60 ph for design CAD and CNC work .We charge 40p per mile.