Terms and Conditions

* All orders are filled on a first-come first-serve basis. Processing times vary.
* All products of A to Z Prints may present potential choking hazards to small children. Monitor children during use.
* NOT for children under 3 years old.
* No item sold by A to Z Prints is food safe.
* Not dishwasher or microwave safe.
* A to Z prints is not liable for lost, broken, melted or destroyed pieces beyond shipping mishaps that have been claimed via email containing photographic proof.
* A to Z Prints and staff reserve the right to refuse service to any customer, at any time.
* A to Z Prints retains all intellectual property rights.
* Due to the restrictions of 3D printing, and creative nature of individual minds, Custom Creations may not match exactly what you envisioned. It is the client/customer’s responsibility to provide as many details as necessary to communicate your design during the Custom Creation Consultation. A to Z Prints takes no responsibility for “miss-designed” products due to lack of information. Any gaps in instruction will be taken as artistic license.
* A to Z Prints reserves the right to request Consultations be scheduled during regular business hours. Custom Consultations, follow up communications and alterations to the design are no charge to the customer.
* A to Z Prints is subject to copyright laws and will refuse any and all orders that infringe on copyright laws.
* Colors are produced by entities separate from A to Z Prints and may look different from example images due to display settings on individual electronic displays.
* Color pattern for Dual, triple and transition finishes is determined by the motion of the print head and cannot be fully anticipated.
* If customer requires an exact color, they must submit for a custom order and email a2z3dcreations@gmail.com with brand, color name and transparency. Delivery date will include the time it takes A to Z prints to procure requested color and print the custom order. Custom Creation fees may apply. Left over filament is the property of A to Z Prints.
* E-Gift Cards are valid for one year from the date of purchase. After the year has passed, A to Z Prints retains all monetary value with no obligation to the customer.

Giveaways Terms and Conditions

* Winner will be emailed by a2z3dcreations@gmail.com notifying them of their win. If no response is received via email within one 7 day period of issuance, or winner does not agree to terms and conditions, prize will be forfeited and drawing will be redone.
* Individuals who win, must give written acknowledgement and current address via email to a2z3dcreations@gmail.com in order to receive their prize.
* Individuals who win are no longer eligible for any other giveaways/raffles for the rest of that calendar year.
* One individual cannot win both prizes for the same month. If same name is drawn twice, drawing will be redone until two separate individuals are chosen.
* A to Z Prints reserves the right to publish, up to but never more than, the first and last name and city of origin of all winners on their website and social media (Facebook, Twitter, etc.) for as long as A to Z Prints desires. By responding to A to Z Prints’s conformation email, you are agreeing to terms and conditions and giving consent to release above mentioned information to A to Z Prints for public use.
* Each completed order is equal to one entry valid only for the month the order is placed.
* Drawing is random. No preference will be given to customers for any reason at any time.

Return and Refund Policies

* All on-the-spot orders are final. No refunds on pre-printed purchases.
* If finished piece(s) are damaged in shipping, customer must submit photo evidence of specific damage via email (a2z3dcreations@gmail.com) and include their order number. With proof, customer is entitled to an expedited re-print of damaged item(s), or a refund equaling the cost of all damaged items. Customer will not receive full refund of entire order, unless entire order is severely damaged in shipping.
* Orders may be cancelled, in whole or in part, by email or text **up to 3 days** after order is made. After 3 days grace period, customer is responsible for entire order and for payment, when due. Failure to pay full amount may result is seizure of goods, refusal of future orders from offending customer, and possible prosecution.
* No refunds will be issued for color discrepancies.
* No refunds will be given for e-gift card purchases. All e-gift card sales are final.

A to Z Prints is owned and operated by Alice Grimshaw. For questions, concerns, comments, etc please e-mail: a2z3dcreations@gmail.com