

Terms and Conditions

Placing order

You may call (586 232 3422), e-mail or mail us. When placing order by E-mail or mail you must download and fill in our PDF file copy of ORDER FORM from the website and include that with your order.

Order Changes or Cancellations

It is our policy to have a new order form sent to us (via e-mail) to avoid any confusion of lost e-mails, miscommunications over the phone. A new order form eliminates all problems and is a hard copy traveler / router card that follows the gun through its entire process from beginning to end. And therefore a new order form is a necessity for proper and speedy processing. If a new order form is not submitted we are not responsible for any changes that not submitted with a new order form. NO EXCEPTIONS. Also when sending in a new order form, depending on the new work requested it may restart your wait time or add additional wait time to the originally quoted turnaround time.

If order is cancelled, a cancellation fee will be charged based on the status of the order at the time of cancellation. Any discrepancy in the final product due to communication other than the signed and dated form is considered null and void. All changes to the original instruction given on the original signed and dated order form must be done with a new updated signed and dated order form. Any changes required to meet the customers final requests that are done after the original order form are met, will be responsibility of the customer and a new updated order form signed and dated will be required. Any additional costs to change any work that is done to the original order form will be the responsibility of the customer. This includes any rework changes. Example if you want a specific color and then change your mind, then you will be responsible for the cost of those changes, there are no exceptions. Make sure to check your order form prior to signing and dating it.

Office Contact Hours

You can reach us at 586.232.3422. You are always welcome to call us during business hours 8 am - 5 pm M-F Eastern time. Or you can email guns@customizedcreationz.com. We try to respond to all e-mails within 48 hours, or first thing the following week if sent over the weekend.

Store Front

Yes we do have a professional facility that you can visit to drop off or pick up work by appointment only.

Reservations

From time to time we do take reservations. Please email us for more information.

Turn Around Time

Turn around times vary depending on work load at the time and how much work you are having done. More detailed custom jobs require more time. We quote all jobs 12+ weeks regardless of service. Most simple jobs are a lot faster and we will try and give you our best estimate. Please note that these are estimates, we do our best to stick with our estimates. But things beyond our control sometimes are inevitable and uncontrollable. We do offer rush services for law enforcement and military at specific rates for specific rush turn around times, if our schedule at that time permits us. We do not guarantee turn around times, if you need a specific date, please e-mail us with your needs and we will discuss if this is possible and the additional charge for expediting.

Coatings

If you can damage bare metal you can damage the coating finish itself. Though we offer the best coatings in the industry, they are not impervious to holster wear or dropping, scratching, lack of maintenance, or damage from chemicals. Just as bare metal is not impervious to these problems. We do not warranty for such problems only against workmanship defects. Warranty does not cover scratches, gouges or the engraving / factory roll marks. The coatings and plating are as thin as .0001 of an inch to as thick as .001 of an inch, depending on what process of finishing is being applied. If you have a scratch, gouge or mark you want removed, you MUST make note on the order form the location, and what it is you want done. We do NOT automatically remove gouges, scratches or damaged areas without quoting you a price to do so. If you have factory engravings or roll marks that are faded, thin or barely visible, then you might lose them. But in 90% of most cases they are not covered and are visible after the process.

Badly Damaged/Rusting

In most cases, yes, we can fix it. Depending on how bad the damage is, we usually can give an estimate quote on the project. But until we actually physically have it in our possession, we can't 100% guarantee any fix or quoted price. We also can't guarantee that any rusted, pitted or damaged guns prior to us trying to fix them can be fixed. In some rare instances the guns may be beyond safe repair and until we start to work on them, might not be able to tell until they are disassembled and stripped. We are also not held liable/responsible for anything repair to badly damaged/rusted guns that are plated and stripped. The materials beneath the plating's may be badly corroded and the active stripping chemicals may pull the plating or get under the plating and damage the underlying surfaces.

Warranty

Please contact us directly via phone or e-mail with any warranty concerns (NOT through forums or private messages). We warranty our work from defect of workmanship in cases of doing service work. Parts that we sell and offer that are manufactured by us are warranted to be free from defect from original form (untouched / unmodified). We stand behind our work 100%. All warranty work must be returned to Customized Creationz physically for us to inspect. Modification to original work or parts will void warranty if done outside of Customized Creationz facility (if you have another source "fix" or "modify" your gun with our parts or service work). Parts that we install that are manufactured by another source, for instance night sights, are warranted by the manufacturer and can be dealt with directly. All warranty work must be returned with original invoice. All warranty on labor/services are in store credit for services rendered (we will repair the warranted item to the same exact service that was paid for originally). We do not offer cash refunds. In cases of refinishing we do not warranty against holster wear, normal wear and tear, lack of maintenance, damage from accidental abuse or chemical damages. We warranty against workmanship defect, which workmanship defect would be noticeable instantly and not 2 years of use later. That would be considered wear and tear or abuse and is not warranted. We also do not warranty color changes after the item is finished, for example you choose a color and decide you didn't like black and want silver. Please choose your colors/finishing and ask for sample pictures. **Any warranty on a coating is replaced with the same color or finish used originally we will not upgrade a coating to a more expensive coating.**

Shipping

You can ship directly to us yourself. You do NOT have to use an FFL to ship a firearm to us (see instructions below).

FIREARMS SHIPPING INSTRUCTIONS AND INFORMATION

Full firearms shipping has to be done to Customized Creationz physical address and you will need to have a copy of Customized Creationz FFL (*FFL pdf can be found on website*) to ship to. You ship the package yourself to Customized Creationz via Fed Ex or UPS next day air saver service along with a **copy of your drivers license**, and I can ship directly back to you. This is UPS and FedEx policy to ship next day air, not a federal policy. Shipping other than next day air per UPS or FedEx policy may be cheaper. But if a claim for damage or loss occurs your coverage may be denied by UPS or FedEx.

1) You ship via an FFL from your state to Customized Creationz, and he includes a copy of his FFL. I have to ship back to an FFL.

2) All return shipped packages may require a signed confirmation. An adult must be present to accept the package. All return shipments are shipped by the carrier of your choosing. Insurance is highly recommended on all shipments whether they are small parts or complete guns. Insurance options are listed on the order form with prices.

Call if you have any questions 586.232.3422.

Shipping and Insurance

It is the customer's responsibility to wisely choose the insurance coverage they feel necessary to replace or fix the item if it is damaged. The order form has areas to choose insurance and return shipping costs. If the order form does not have insurance coverage filled out, we will assume that you do NOT want insurance coverage. So please make note that whether you insure your package or not, we are not liable or responsible for the package once it leaves our hands and the designated carrier has it. **All claims must be made by the customer.** We will help out with what ever necessary to further the claim if need be.

Payment Terms

We accept Paypal, Money orders, Personal / Business Checks or cash. Please note all prices are 3.5% cash discount. Paying with Paypal (including credits cards through paypal) do NOT receive a 3.5% discount. **

** Local drop off orders are cash only.

Customer sign off (local customers or emailed out of state customers)

By signing below you are acknowledging that you have inspected the project and agree to the services that are rendered, including pricing, function and service requests have been met. After you leave, if you decide that you do not like a specific item or services, unless defective, are not covered under warranty or eligible for refund or exchange. Example you decided you do not like a polished barrel after it has been serviced, we will be happy to rework that part, but the customer is responsible for any and all charges incurred. Any and all communication will be directly with Customized Creationz via email, phone, or face to face. Any and all public displays will be handled with strict legal representation. Any matters concerning legal, will be sought for reimbursement from the customer.

Customer Sign off Signature _____ Date _____