

Customized Creationz Firearm Order Form



Customized Creationz
449 East St Clair
Romeo , Michigan 48065

Phone: 586 232 3422

email: guns@customizedcreationz.com

Web site: customizedcreationz.com

Customer Information		SHIP to: FFL or Alternate location	
Name		Name	
Address		Address	
City		City	
State / Zip		State / Zip	
Phone		Phone	
Alt Phone		Alt Phone	
Email		Email	

Please submit a separate order form for each firearm

Make-Model Serial Number		Number of Magazines	
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Include detailed description of services requested including color / finish for finished product	Quantity	Unit Price	Amount

Payment for Custom Orders is expected at time of completion, prior to shipping or pickup	Sub-total
Payment Method	
<input type="radio"/> Paypal Friends and Family option	<input type="radio"/> Money order/check (include w/order)
<input type="radio"/> Cash-in person	
Return Shipping / Handling <input type="radio"/> \$15- Small Item <input type="radio"/> \$25- Med Item <input type="radio"/> \$40- Hand Gun	Return Insurance \$1 per \$100 coverage
	Special Charges
	Grand Total
Use this button to remove all text	

All estimates given are rough estimates only, not guaranteed. Jobs left after 30 days of notified completion without payment are considered abandoned, unless prior arrangements in writing are agreed. Any job left after 30 days of notified completion may be sold to recoup services rendered. Any requested changes made, require a new signed and dated order form. Warranty will be void if modification to original work or parts is done outside of Customized Creationz facility. No cash refunds on parts or services. Please review website for more terms and conditions. We appreciate your business.

Customer signature verifies that customer has reviewed and the information stated on this order form is correct and complete.

Customer signature and date

OFFICE USE ONLY					
Date Received:	Bin #	QB #	Initial Payment	CC#	EXP CVV
Box: Y___N___	Description:		SB	Chg Chk Cash	
FFL Date Page Line	Initial Incoming Outgoing	Special Notes/ Comments			

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, misunderstandings 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

We do not have a switchboard of operator, so you might get the voice mail possibly if we are processing another customer. But please leave a name, number and brief description and someone will return your call ASAP. You can reach us at 586.232.3422. You are always welcome to call us during business hours 9 am - 5 pm M-F Eastern time for a status report and leave a message. Or you can email guns@customizedcreationz.com. This email address is being protected from spambots. You need JavaScript enabled to view it. . We try to respond to all emails within 24 hours, or first thing the following week if sent over the weekend.

Store Front

Yes we do have an honest to goodness professional facility that you can visit to drop off or pick up work by appointment only. Or you can come to have lunch with us! We are not Backyard Billy and welcome our customers to our facility. We just ask that you make an appointment (say you are coming out Tuesday around noon, so we know to look for you) so we can give you the attention needed without being rushed.

Reservations

At this time we do NOT take reservations. As each gun is individually processed, some jobs take longer than others. In the past, situations occurred when customers did not send their guns in during their allotted time slot. We have found it works better to process orders on a first come / first serve basis, unless previously approved by Todd McKechnie.

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, but we still quote 12+ weeks for everything. 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

KG Gunkote is state of the art coatings and is manufactured professionally by a real company in a real laboratory by skilled/trained engineers. KG Gunkote is manufactured by KG Industries www.kgindustries.com. KG Gunkote is a coating and like all coatings, if you can damage bare metal you can damage the coating finish itself. KG Gunkote is the most durable self lubricating coating on the market. They are also military spec rated and used by companies such as Sig Sauer, Springfield, Kimber, Nighthawk Customs, Smith and Wesson, several branches of the military and more. Though these are the best coatings in the industry it is not impervious to holster wear or dropping, scratching, lack of maintenance, damage from chemicals. Just as bare metal is not impervious to these problems. We do not warranty for such problems only against workmanship defects.

The coating 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 warrantied 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 warrantied 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 warrantied 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 warrantied. I have to say this because I have had people in the past that 2 years after the gun was refinished, it was used, maintained improperly and they wanted to warranty the finish because it was showing wear. This is not covered under the warranty. We also do not warranty color changes after the item is finished. (IE you choose a color and decide you didn't like black and want silver.) Please choose your colors 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 Todd McKechnie's Customized Creationz physical address and you will need to have a copy of Todd McKechnie's Customized Creationz FFL (FFL pdf can be found on website) to ship to. You ship the package yourself to Todd McKechnie's 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. Do not ship "Early AM". 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 Todd McKechnie's Customized Creationz, and he includes a copy of his FFL. I have to ship back to an FFL.

2) All return shipped packages must have 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

Customer is 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 Money orders, Personal / Business Checks or cash. **

** 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. Example you decided you do not like a polished barrel, 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 _____