

# **-Terms Of Service (TOS)-**

**Timur3d Terms of service (TOS)**

**Effective from Sunday 3rd of December 2023**

**-OFFICIAL TIMUR3D TOS-**

## **1. Introduction to the TOS**

This section establishes the foundational principles and expectations outlined in the Terms of Service (TOS). It serves as a guide for users engaging with Timur3d's services, providing clarity on the regulations and expectations governing their interactions.

### **1.1 Purpose of the Terms of Service (TOS)**

i. This document, known as the Terms of Service (TOS), serves as a comprehensive agreement outlining the regulations and expectations set forth by Timur3d. It is not a binding agreement in itself but rather a set of guidelines and conditions that users implicitly agree to adhere to when utilizing any of our services.

### **1.2 Implicit Agreement by Users**

i. By engaging with or utilizing any of Timur3d's services, users implicitly agree to abide by the terms and conditions outlined in this document.

### **1.3 Scope and Services Covered**

i. Details pertaining to the specific services covered by this agreement are expounded upon in the "Services Provided" section. Users are encouraged to review this section for a comprehensive understanding of the services governed by these terms.

## **2. Acceptance of These Terms**

This clause elucidates the significance of accepting the Terms of Service (TOS) and how it forms the basis for engaging with Timur3d's services. Users are expected to comprehend and agree to these terms when utilizing any of our services.

## **2.1 Understanding and Agreement**

i. By accepting these terms, users acknowledge their understanding and agreement with the regulations outlined in the Timur3d Terms of Service (TOS).

## **2.2 Acceptance through Service Utilization**

i. Utilizing any of our services constitutes acceptance of these terms. Additional details regarding the services covered by this acceptance can be found in the "Services Provided" clause.

## **2.3 Ongoing Agreement**

i. Agreement to these terms extends to the specific terms in force when an order is placed. If the TOS undergoes changes while an order is active, the order will adhere to the guidelines outlined in the TOS that was in effect at the time the order was placed. This principle also applies to the utilization of any other services provided by Timur3d.

## **3. Limitation of Liability**

This section outlines the limitations of liability concerning damages incurred while using Timur3d's services. It is essential for users to understand the conditions under which reimbursement may be offered and the instances where it may not apply.

### **3.1 Reimbursement for Damages**

i. Timur3d may offer reimbursement for part of the damage caused, depending on the specific case.

### **3.2 Exclusion of Reimbursement for Physical Harm**

i. Reimbursement is not offered if the damage is caused by the actual item physically harming the user. This includes grazes, hits, or any harm caused by designs that have the potential to cause injury. Notably, Timur3d reserves the right to refuse printing items deemed too dangerous, such as firearms parts or blades, as detailed in the "Conduct and Acceptable Use," "Orders," and "Quotes" clauses.

### **3.3 Exclusion of Reimbursement for Property Damage**

i. Timur3d does not offer reimbursement if the printed object causes damage to property, including fire risks.

### **3.4 Investigation and Reimbursement for Contamination**

i. In cases where the object causes a reaction due to contamination of filament, Timur3d will conduct an investigation before determining reimbursement. Generally, a full refund with extra credit may be offered.

### **3.5 Reimbursement for Website Use**

i. Timur3d may offer reimbursement if any damage is caused by the use of our website (timur3d.co.uk). However, a thorough examination for malicious malware in our website will be conducted before proceeding with any reimbursement.

## **4. Privacy and Data Collection**

This section provides a brief overview of Timur3d's approach to privacy and data collection. For a more comprehensive understanding, users are encouraged to review our detailed Privacy Policy.

### **4.1 Information Sharing Policy**

i. Timur3d does not share user information, with the exception of contact information and address necessary for shipping. Shipping information is exclusively shared with our trusted shipping carriers.

### **4.2 Passive Collection of Information**

i. While information provided by users is not actively collected, Timur3d may passively collect certain data, including IP addresses, the duration of time spent on our website, and regional location.

### **4.3 Collected Information Usage**

i. Information provided by users, including contact details, location, and other relevant data, is collected and utilized by Timur3d for the purpose of providing services. It is important to note that details of credit/debit cards are not shared; when users provide card information, it is processed by a trusted third party.

## **5. Conduct and Acceptable Use**

This section outlines the expected conduct and acceptable use of Timur3d's services. Users are required to adhere to these guidelines to ensure a positive and safe environment.

## **5.1 Responsibility for Conduct**

i. Users are obligated to be mindful of their conduct when using any of our services, including forums, FAQs, and interactions with Timur3d staff. Content posted should avoid causing harm or offense.

## **5.2 Prohibited Content**

i. Posting content that displays discrimination, personal insults, or explicit material is strictly prohibited. Such content will be promptly removed, and appropriate actions will be taken.

## **5.3 Inappropriate File Uploads**

i. Users are not permitted to upload files that are inappropriate or can be used as weapons. Timur3d reserves the right to refuse services if the uploaded content is deemed dangerous. In such cases, authorities may be informed.

## **5.4 Right to Restrict Services**

i. Timur3d retains the right, if necessary, to restrict or entirely remove user access to some or all of our services. Users have the option to appeal such decisions.

# **6. Services Provided**

This section outlines the various services offered by Timur3d, distinguishing between online and physical services. All services are subject to the terms specified in this document and the guidelines set forth in our Privacy Policy.

## **6.1 Categorization of Services**

i. Timur3d provides a range of services, broadly categorized as online and physical services. Both categories are subject to the terms outlined in this document and our Privacy Policy.

## **6.2 Online Services**

i. Online services encompass any use of our website, including account management and the utilization of paid accounts. This definition also includes the generation of quotes, invoices, and the provision of print information sheets – all of which are integral parts of our online services.

## 6.3 Physical Services

i. Physical services primarily involve 3D printing and the associated post-processing activities, such as sanding and support removal. These services contribute to the tangible and hands-on aspects of Timur3d's offerings.

## 7. Orders

This section outlines the process and details related to placing and managing orders with Timur3d. Users are encouraged to review the specific information provided in the "Prints" and "Quotes" sections for a more detailed understanding.

### 7.1 Order Placement

i. An order with Timur3d is considered placed once a quote is accepted. This order represents a 3D print requested by the user, adhering to the exact specifications agreed upon in the accepted quote. Further information on orders can be found in the "Prints" and "Quotes" sections.

### 7.2 Order Types

i. Timur3d operates with primarily four order classes: Class 1, Class 2, Class 3, and Class 3-2. Each class signifies specific details about the order, including filament availability and grade. For more information, refer to the details provided in the "Quotes" section.

### 7.3 Processing and Dispatch Times

i. Processing and dispatch times differ class to class:

- Class 1 takes 3-9 days to be processed and shipped out. If you have priority, it takes 2-6 days to be dispatched.
- For Class 2, times take 8-25 days, or 8-20 days for priority.
- Class 3 orders take 5-10 days to be processed and shipped out, and for priority, 3-8 days.
- Class 3-2 orders take 9-27 days, and for priority, 9-22 days.

These times are excluding order confirmation, which takes 1 day.

## **7.4 Payment and Cancellation**

i. Orders commence only after payment has been successfully made. If payment for the invoice is not received within 72 hours, the order may be subject to cancellation. Orders that haven't been confirmed may be canceled, but once confirmed, cancellations are not permitted. In case of order cancellation, refunds will be processed within 7 business days.

## **7.5 Exceptions to Cancellation**

i. Exceptions to the cancellation policy may be considered in scenarios such as high demand, machinery failures, or other unforeseen circumstances. Timur3d reserves the right to cancel an order if the user violates the company code of conduct.

## **8. Quotes**

This section elucidates the process and details related to obtaining a quote for a 3D print with Timur3d. Users are encouraged to familiarize themselves with the information provided here, particularly in conjunction with the "Orders" section.

### **8.1 Definition of a Quote**

i. A quote represents a price offer for a 3D print, delivered via email. When requesting a quote, users provide information on materials, shipping, and specific print requirements. It is crucial to request a quote before placing an order, as orders commence only upon acceptance of the quote.

### **8.2 Requesting a Quote**

i. Users can request a quote by filling out the form on our website or by contacting us via email. If needed, arrangements for a Zoom meeting can be made.

### **8.3 Class Types**

- i. There are four class types, each with distinct specifications, dispatch times, and prices:
- Class 1: Signifying orders with available filament that is not grade A.
  - Class 2: Indicating orders with class A filament and requiring additional information. Refer to "Quotes" for more details.
  - Class 3: Denoting orders for filament currently not in stock, typically resulting in longer processing times.
  - Class 3-2: Representing orders with class A filament not in stock. For additional information, refer to "Quotes."

### **8.4 Maximum Model Size**

- i. All models requested in quotes must have a maximum size of 250mmx250mmx250mm.

### **8.5 Pricing and Discounts for Classes 3 and 3-2**

- i. For specifications falling under Class 3 or Class 3-2, users will be charged the full price of the filament. However, a 35% discount on the normal printing price is applied. These prices are clearly outlined in the invoice and quote.

### **8.6 Processing and Acceptance**

- i. Once a quote is requested, it should be sent within 1-2 days. If the quote is not accepted within 5 days (7 for priority customers), it will be deemed inactive.

### **8.7 Content and Model Specifications**

- i. Quotes are priced based on exact specifications, including materials, extra services, and the model in the file. Only STL files are accepted. Quotes may not be processed or accepted if the model is explicit or resembles any form of a weapon.

### **8.8 Communication and Additional Information**

- i. When a quote is sent, an accompanying email provides information about the print, outlining the chosen specifications. It also communicates any issues or deformities identified during the evaluation, along with Timur3d's perspective on the print.

## **9. Paid Accounts**

This section outlines the details and benefits associated with Timur3d's paid account options. Users are encouraged to review this information when considering a premium subscription.

### **9.1 Definition of Paid Accounts**

i. A paid account is a premium subscription providing users with enhanced benefits. Timur3d offers two types of paid accounts: Priority and Priority Plus.

### **9.2 Benefits of Priority Account**

i. Priority account benefits include free priority orders, a 10% discount on the total price for 3D prints, priority customer support, an enhanced print specifications document, and access to special offers and discounts. The cost for a Priority account is £5.99 per month or £60 per year.

### **9.3 Benefits of Priority Plus Account**

i. Priority Plus account benefits include free priority orders, a 20% discount on the total price for 3D prints, priority customer support, advanced options in the specifications of 3D prints, an enhanced print specifications document, and access to special offers and discounts. The cost for a Priority Plus account is £9.99 per month or £108 per year.

### **9.4 Account Requirements and Activation**

i. Users must have an account to subscribe to a paid account. Upon subscription, access to premium features is immediately granted.

### **9.5 Purchase Details and Cancellation**

i. The purchase of a paid account is non-refundable, but a 3-day free trial is available. Users may cancel their account to stop billing, but premium features will also be halted.

## **10. Accounts**

This section provides information regarding Timur3d accounts, both free and premium. Users are encouraged to understand the details outlined in this section for a seamless experience.



## **10.1 Free Accounts**

- i. An account with Timur3d is free, unless you opt for a premium plan.

## **10.2 Purpose of an Account**

- i. An account is primarily required for forum participation. However, it also offers a personalized experience, allowing users to check order status, view previous orders, quotes, and invoices. Additionally, users can store information such as credit card details or addresses for a quicker ordering process.

## **10.3 Account Registration Process**

- i. When creating an account, users are required to provide all necessary information. Optional details can be filled out at the user's discretion. Account requests undergo a review process before being accepted. This security measure is in place as having an account grants access to view other public customers and publish items in forums.

## **10.4 Benefits of Creating an Account**

- i. Creating an account comes with benefits such as receiving email updates (if opted for) and exclusive discounts and coupons.

## **10.5 Account Closure and Consequences**

- i. If an account is closed due to a breach of conduct (refer to 'Conduct and Acceptable Use'), the user's name, email, and surname will be blacklisted, potentially restricting the ability to open a new account.

# **11. Payment**

This section outlines the methods and details related to making payments to Timur3d. Users are advised to review this information for a clear understanding of the payment process.

## **11.1 Payment Methods**

- i. There are two primary methods for making payments to Timur3d: in-person and online card payments.

## **11.2 In-Person Payment (Restricted)**

i. In-person payments are restricted and can only be made in GBP cash. To utilize this method, users must contact us directly and cannot fill out the online form. Additionally, this option is available only to individuals personally acquainted with Timur Pashek Ahmad, the CEO, and owner of Timur3d.

## **11.3 Online Card Payments**

i. Payments made by card online are accepted only in GBP. There are no restrictions on making online payments.

## **11.4 Order Commencement and Payment**

i. Orders commence only after full and successful payment, regardless of the chosen payment method. This includes in-person payments.

## **11.5 Payment Processing through Wix Payments**

i. All payments made to Timur3d are processed through Wix Payments. Wix Payments handles the processing of these payments, and only they will have access to view your card details. Timur3d will not have access to this information.

# **12. Fees**

This section outlines the various fees associated with orders placed with Timur3d. Users are advised to review this information for a comprehensive understanding of applicable fees.

## **12.1 Minimum Order Fee**

i. All 3D print orders with a total amount under £10 are subject to a minimum order fee. This fee is the amount short of reaching £10 and is applicable only to 3D prints, not any other Timur3d paid services.

## **12.2 Handling Fee**

i. A handling fee is applicable for 3D print orders and covers packaging and the overall handling of the order. The fee is determined based on the size of the order.

### **12.3 Handling Fee Structure**

i. Handling fees depend on the size of the order, with a universal fee of 3% of the total order. The specific fees for different size categories are as follows:

- For orders 120mmx120mmx120mm and smaller: 49p
- For orders 145mmx145mmx145mm and smaller: 89p
- For orders 196mmx196mmx196mm and smaller: £1.29
- For orders 247mmx247mmx247mm and smaller: £1.69
- For orders 300mmx300mmx300mm and smaller: £2.19

### **12.4 Exemption for Orders £10 and Over**

i. If the order total is £10 or over, the minimum order fee no longer applies.

These are the fees associated with orders placed with Timur3d. Feel free to provide the next set of points or let me know if you have any adjustments.

## **13. Delivery and Shipping**

This section outlines the details regarding the delivery and shipping of orders with Timur3d. Users are encouraged to review this information for a clear understanding of the shipping process.

### **13.1 Shipping Coverage**

i. Timur3d generally ships out most orders, excluding cases of in-person pick-up with in-person payment. In most situations, shipping is limited to the UK. However, international shipping may be available in some cases, with an associated increase in cost.

### **13.2 UK Shipping Procedure**

i. For orders within the UK, particularly those comfortable with RoyalMail (48hr or 24hr tracked) delivery, standard forms can be filled out for the shipping process.

### **13.3 Special Requests and International Shipping**

i. If users require special delivery services fulfilled by another company, a different RoyalMail service, or international shipping, they are urged to contact Timur3d directly to make the necessary arrangements.

### **13.4 Free Shipping for Orders £100 and Above**

i. For orders with a print cost of £100 and more, Timur3d offers free 24hr or 48hr RoyalMail shipping. All shipping costs correspond to RoyalMail shipping prices. Users can check the current prices on the RoyalMail website.

## **14. Returns and Refunds**

This section elucidates Timur3d's policies regarding returns and refunds. Users are advised to carefully review this information, as returns and refunds are subject to specific criteria.

### **14.1 Refund Criteria**

i. Timur3d does provide refunds, but eligibility is contingent on meeting specific criteria. Returns and refunds can only be processed if the issue aligns with the following conditions.

### **14.2 Timeline for Returns and Refunds**

i. Orders can be refunded or returned within 9 days of delivery (14 days for priority accounts).

### **14.3 Eligible Reasons for Refund or Return**

i. Refunds or returns can be initiated for the following reasons:

- The print arrives broken or damaged. In such cases, a return or refund is usually offered, often resulting in a 100% refund. The extent of the refund may depend on the specific circumstances. A full product return can also be facilitated.
- The print exhibits very poor print quality upon arrival. For prints with subpar quality, a refund of 100%-75% is typically provided. However, 100% refunds may not be offered in instances where the print quality was communicated beforehand. While returns are not accepted for this reason, refunds can be issued.
- The received print does not match the ordered specifications or has significant missing features. In such cases, a 100% refund or a full return can be arranged.

## **14.4 Non-Eligible Reasons**

- i. Returns or refunds for any reasons other than those specified above are not permissible.

## **14.5 Exclusions from Refund**

- i. Timur3d does not refund shipping or handling costs. Additionally, material costs may not be refunded for class 2 and class 3-2 orders in some instances.

# **15. 3D Printed Objects**

This section delineates the specifics regarding 3D printed objects or prints, which constitute the actual products shipped to users. Understanding the intricacies of the printing process and the associated guidelines is essential for users.

## **15.1 Definition of 3D Printed Objects**

- i. 3D printed objects or prints represent the tangible products produced and shipped by Timur3d. These prints are a direct manifestation of the file provided by the user during the order process, forming an integral part of the overall order.

## **15.2 Customization and Specifications**

- i. Prints are tailored precisely to the specifications provided by the user. Any information regarding the print's specifications, such as size, infill, layer lines, support, etc., is materialized during the printing process.

## **15.3 Restrictions on Print Size**

- i. Prints cannot exceed a size of 260mmx260mmx260mm (26cmx26cmx26cm).

## **15.4 Guidelines for Print Specifications**

- i. Users must adhere to specific guidelines when providing print specifications. While these are standard guidelines, variations may occur with certain materials. The guidelines include:

- Layer lines ranging from a minimum of 0.08mm to a maximum of 0.24mm.
- Infill of the print varying from 10% to 100%.
- Number of printed wall loops, which can range from 0 to 4.
- Decision on support structures, indicated as yes or no. If yes, the preferred support material must also be specified.

ii. It's essential to note that these rules must be followed when selecting print settings to ensure optimal printing outcomes.

## **16. Modification of Terms**

This section outlines the procedures and conditions related to the modification of the Terms of Service. Users are advised to review this information periodically.

### **16.1 Flexibility of Terms**

i. These terms are subject to modification at any time, and any changes will become effective immediately. However, it's important to note that if an order is already in the placement process, it will adhere to the guidelines outlined in the version of the Terms of Service that was in effect at the time of placement.

### **16.2 Regular Review**

i. To ensure relevance and accuracy, these terms will undergo periodic review and potential changes every 6 months. Users are encouraged to stay informed about any updates or modifications to the Terms of Service.

-OFFICIAL TIMUR3D TOS-

**Contact -**  
**support@timur3d.co.uk**

