

## Terms and Conditions

### GENERAL INFORMATION

Submittal of projects to Ford's constitutes agreement to the Terms and Conditions contained herein.

All turnaround times and costs are estimates only and subject to change. Call or email for current turnaround time estimates. We will call you once your project is complete and ready to be returned to you.

Whenever possible, please contact us via email. Emailing allows us to have a record to refer to in case we need to double check information.

A completed Order Form and Credit Card Authorization Form must be included for every project. These forms are available on FordsGuns.com or you can request one via email. Orders without a complete work order and credit card authorization form will be delayed until all the paperwork is received. Changes to work orders should be made via email whenever possible. Voluntarily changing your order after 30 days of receipt will incur a \$15 fee. Changes may delay or extend your project's turnaround time. Work already performed before order changes will still be billed for.

Some imperfections cannot be removed. This may be because the imperfection is due to metal quality, or because we must preserve the function of the gun. We are unable to remove any serial numbers, manufacturing information, or import marks on the frame.

Photos of your firearm may be used for advertising purposes by Ford's unless otherwise specified by the owner of the firearm in writing. We do not send progression pictures. All projects must be inspected in person. If you have any questions or concerns after you have received your project, please email us. See warranty information on page 4. If a part does not refinish as expected or we have any concerns during your project, we will reach out for further direction. A photo may be included in this case if needed.

It is the customer's responsibility to know and comply with their state firearm laws. Ford's Custom Plating reserves the right to stop or refuse service at any time. Ford's may update Terms and Conditions at any time.

### LIMITED WORK ITEMS

Ford's may require a Release of Liability form for any project deemed necessary and will be supplied to you if needed. Such projects include, but are not limited to, top break revolvers, Merwin Hulbert style revolvers, pot metal or die cast parts, and aluminum parts. A Release of Liability may also be downloaded from the website.

Ford's does not polish or refinish internals. We will clean the internals if able. We recommend replacing parts with new finished internals to avoid altering tolerances. Ford's will fit new internals at customer's request. Gunsmithing fees will apply.

Pot Metal or other similarly cast parts will be blasted and cerakoted only.

Titanium metal and 416R Stainless will be textured only or cerakoted.

We do work on aluminum, however outcomes are **not** guaranteed and aluminum is **not** covered under warranty and refinished at the customer's own risk. Firearms are made with different grades of aluminum and arrive to us with different levels of damage, which affects how well the metal can be refinished. Each time aluminum is worked on, the integrity of the metal diminishes until the firearm is unsafe to fire. If the first refinish on your aluminum part does not come out satisfactory, you may choose to have us refinish the piece a second time with cerakote. **Charges are not contingent on the aesthetic outcome of the finish** and will reflect all work performed on and finishes applied to the aluminum. **Pricing will reflect both refinishes, including any aluminum fees. When requesting an aluminum part be refinished a second time, payment must be received for the first aluminum finish before work on the second finish can be started.**

Pieces that turn plum after bluing will most likely turn plum again. This is usually due to the composition of the metal. If a part repeatedly turns plum while at Ford's, the customer will be contacted. If a part turns plum after a firearm has been returned to the customer, it may be sent in under warranty; however, the customer will be required to change the finish of the part and charged the difference in cost.

## **SHIPPING**

**IT IS ILLEGAL TO SHIP AMMO WITH A FIREARM. DO NOT SHIP AMMUNITION WITH YOUR FIREARM. \$50 WILL BE ADDED FOR ANY PACKAGE THAT INCLUDES A FIREARM WITH AMMO.**

### **Shipping to Ford's:**

Many private carriers such as UPS or FedEx will ask for a pre printed label in order to ship for an individual. We recommend using your local FFL or you may use ShipMyGun.com to ship a firearm to us. Refer to [fordsguns.com/faq](http://fordsguns.com/faq) for more information.

You are responsible for tracking your package. We will not call you once your package is received. We will contact you to go over your work order if we have questions or concerns.

### **Return Shipping:**

Ford's will not ship any item without confirming with the customer. Full payment is required prior to shipment. Handling fees may apply. Unless otherwise specified, the customer pays shipping to and from Ford's. We assume no liability for material damaged or lost by common or freight carriers once shipments leave our facility. Shipping Insurance or Declared Values are provided by and at the sole discretion of each shipping company.

Parts (No Frame/Receiver) : UPS, FedEx, USPS

Handguns : 2 Day or faster with a signature. Ford's suggests a minimum \$300 insurance, additional insurance at customer discretion.

Rifles/Shotguns : Ground (UPS, FedEx) with a signature. Ford's suggests a minimum \$300 insurance, additional insurance at customer discretion.

Receiver/Frame Only is considered a firearm. See above.

## **PRICING POLICY**

All prices are estimates only and subject to change. Estimates do not include return shipping. Return shipping costs vary based on package weight, dimension, insurance value, and destination.

**Basic pricing includes:** cleaning, blasting, prepping, basic scratch and surface rust removal, polishing, and finishing. Disassembly and reassembly is free with refinishing. Exclusions may apply at Ford's discretion.

Ford's does accept AR/AK build kits. These projects must be approved by Ford's. Build kits must be "New In Box" and not altered. Ford's can purchase and refinish your build kit for a fee. All fitting must be done prior to refinishing. Gunsmithing and Assembly fees apply.

**Other charges may occur during a refinish. See the Gunsmithing Pricing page.**

Most common additional charges:

Aluminum Parts: Any aluminum parts may have additional charges not listed on price sheets.

Stripping current finish.

Pulling Barrels: Firearm barrels that do not come off during routine cleaning, but are required to come off during refinishing for proper polishing or a two-tone finish, or with an aluminum frame.

Oversize Charges may apply to frames, receivers, barrels, cylinders, or magazines.

Barrel Variations: Barrels with a sight rib; Octagon Barrels; Double, Triple, or Quadruple Barrels

Grip Bushing Replacement: New grip bushings to replace grip bushings that cannot be re-installed after removal.

Ramp Insert Front Sights: Ramps that need replacement due to wear or loosening during refinish.

**You will be called regarding the following charges before they are incurred, unless otherwise specified in your paperwork:**

Condition charge: Extra metal work needed to remove deep pitting, scratches, or gouges from flat or rounded areas. This may include hand filing to straighten sharp edges, serrations, or recessed areas.

Engraving charges upon approval: Lettering and logo replacement needed if factory engraving is removed during prep. This may happen if the area around the engraving is pitted or scratched, or if the factory engraving is light or uneven. **By Law, Manufacturer/Importer's Name, Address, and Serial Number CANNOT be removed or reapplied.**

Welding: Filling in very deep pits or gouges. Hand filing is required after welding and charged separately.

Repairs (Gunsmithing and Parts): Repairs and installations are charged for parts and gunsmithing hours.

**Cancellations** are subject to a \$25 service fee, plus charges for return shipping and any work already completed, including any disassembly/reassembly or accrued engraving art time.

### **PAYMENT POLICY**

We accept all major credit cards, cash, check, online invoice, and money order. Unless otherwise stated by Ford's, all projects must be paid for in full before shipping.

You will be required to pre-pay for parts that need to be ordered, wood work, rust blue, and browning.

Engraving projects \$500 or more or projects totalling \$1000 or more require a \$200 non-refundable deposit. For example, complete handguns in polish gold, full coverage engraving on a frame and slide, or any AK project will require a \$200 non-refundable deposit.

Projects that require a condition charge and/or have flooding or fire damage will have a required non-refundable down payment. Condition charges must be paid up front. If your project has flood/fire damage and/or a condition charge will require a 25% of the total for a non-refundable down payment.

Customers who choose to have services performed by Ford's as well as another company will be required to pay for any work performed prior to shipping for outside work not facilitated by Ford's. For example, Ford's is stripping and prepping a gun for engraving, sending it to the engraver, and then doing the final finish. Ford's will charge for the prep work performed and any other relatable fees and shipping. Once the project returns for final coating the remainder of the total price and any other fees will be due.

Pay As You Go (PAYGO) plans are available for estimated charges upon request for a \$15 set up fee. PAYGO Plans must be set up at the beginning of your project and are not available once the project has already been completed. Mark the box on the work order to request a Pay As You Go plan. PAYGO Plans will be emailed to you to sign once an estimate is prepared. It is the customer's responsibility to keep credit card information valid and up to date. If a credit card is declined, Ford's will attempt to contact the customer for updated card information. Declined payments will receive a \$15 fee. PAYGO Plan estimates may not always include gunsmithing, welding, soldering, replacement parts, or shipping costs if they are unknown at the start of your project. Changes to your project may incur additional charges that may not be reflected on your PAYGO Plan. Any additional charges must be paid in full before project shipment.

Once a project is complete, we will contact you with the information provided. Payment is due immediately upon each project completion. If payment is not received after 14 days, Ford's will charge the credit card provided on your authorization form for the total bill. Once payment is received, you will receive 30 days free storage to confirm your shipping day or to schedule your local pick up. After 30 days of free storage, a storage fee of \$45 per month for handguns and \$65 per month for long guns will be run on your authorized card. For items that have been paid but not shipped or picked up after 182 days (6 months), your project will be considered abandoned and become the property of Ford's.

If payment is not able to be made (or declined/expired payment) after 14 days, a \$15 declined/expired card fee will be applied and immediately accrue storage fees at \$45 per month for handguns and \$65 per month for long guns for a total of 104 days. If payment is still not received Ford's will consider this project abandoned and become the property of Ford's.

The resale value of abandoned projects will be applied to the customer's balance. Ford's reserves the right to send any remaining balance to collections. Ford's will make every reasonable attempt to notify you via mail, email, or phone regarding balances due and/or forfeiture. Ford's reserves the right to refuse future services.

Unpaid Invoices, after 90 days will accrue a 10% monthly interest. After 180 days of non-payment, any open invoices may be sent to collections. Ford's reserves the right to refuse future services.

### **Warranty On Refinish**

Customers have 30 days to function check their firearm. Function issues must be reported within 30 days of delivery. Further processing or assembly of parts, materials, etc., by buyer or any other party shall void the warranty provided by Ford's. All finishes done in house on carbon or stainless steel parts are covered by a 1-year warranty except the 24-karat Gold finish. 24-karat Gold is a decorative finish and covered under a 7-day inspection period. Gold is a very soft finish, and rubbed off gold is not covered under the 7-day inspection period. **DO NOT RUB GOLD HARD OR AGGRESSIVELY.** All parts should be examined upon receipt. If an area of concern is noted, **CONTACT FORD'S IMMEDIATELY**, preferably via email with clear photos. It is the Customer's responsibility to properly maintain a finish. Normal wear and tear is expected and does not fall under warranty. Mishandling, damage, or loss during shipping is not covered under warranty.

There is **NO** warranty by Ford's on work done by other companies or individuals. This includes, but is not limited to, Case Color, Titanium Nitride, Nitre Blue, Rust Bluing, Browning, Welding, Soldering, Machining, Gunsmithing, Woodwork, or Hand Engraving. Ford's will help facilitate warranty issues with third party companies. Any damage to a finish which occurs during disassembly or reassembly outside of Ford's; outside gunsmithing; finishes with prep work completed outside Ford's; or outside coating, is not covered under warranty.

There is **NO** warranty on aluminum, pot metal, cheap cast parts, top breaks, or Merwin Hulbert style firearms.

### **What to Do:**

1. **DO NOT TRY TO FIX THE ISSUE.** Any work done by you or another person, even if they are a gunsmith, will void the warranty on the refinish. The firearm **must** be returned to Fords in the condition that it was sent to you so that we may diagnose the issue and correct it.
2. Contact Ford's either via phone or email. You must email Ford's clear pictures of the area of concern. This will help let Ford's know if the issue is one that can be fixed or if it is an imperfection in the gun that cannot be removed.
3. You will be sent a return label to your email address. Warranty work is to be sent with-in one week of contact with Ford's.
4. Work will be completed as quickly as possible, but there is no guaranteed turnaround time as each circumstance is different.
5. Refunds will only be applied upon Ford's discretion.

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Parts damaged during refinishing will be repaired. If a piece cannot be repaired, it will be replaced with factory original parts when possible, or reproductions parts when factory parts are not available or cost effective. **Please be aware that Ford's is not responsible for replacing parts that are not available.** If a piece becomes available later, please inform Ford's immediately and we will confirm the part. Ford's will then order the part and send you a return shipping label so that the firearm can be returned for part installation under warranty. Parts found outside the 1-year warranty are still covered for warranty installation.

If a frame or receiver that is covered under warranty is **aesthetically damaged** during the refinishing process, repairs cannot be made, and must be returned to the customer in worse condition than when it was sent in, Ford's will do the following: 1) Not charge for the refinish of the frame, 2) Not charge for attempted repairs of the frame, and 3) Issue a gift certificate in the amount discounted.

**Ford's will only replace a frame or receiver if it is covered under Ford's warranty, no longer functions properly after refinishing, and cannot be repaired.** If a frame needs to be replaced and the customer must register their firearms by law, Ford's will provide any documentation needed. If any fees are incurred, please forward the paperwork to Ford's, or have the government agency contact Ford's for payment. If a replacement frame is not available or the customer chooses not to have it replaced, Ford's will send a check for the trade-in value of the firearm.