

COPY & REPLACE

Standard Terms of Supply

What our service covers

Copy & Replace recreates parts from your components and information. Tell us about operating, safety and performance requirements because we may not know the final application. Engineering certification and wider system assessment are included only if specifically agreed. **We remain responsible for our agreed work, and your statutory rights are preserved.**

1. Our business and these terms

Matthew Jones trades as Copy & Replace ("we", "us"). "You" means our customer. Consumers are individuals buying wholly or mainly outside their trade, business, craft or profession; other customers are business customers.

We reverse engineer, design and manufacture plastic replacement parts, including one-offs and repeats, from originals, damaged parts, photos, drawings, measurements, scans or other references. Suitable metal originals may be recreated in plastic. We do not manufacture metal components; purchased fixings or inserts are included only if agreed.

2. Agreement and scope

You accept these terms by expressly agreeing on our website, approving a quotation, paying an agreed fee or instructing agreed work, after they were supplied or clearly linked with a reasonable opportunity to read them. Accepting terms while making an enquiry does not authorise paid work.

Your quotation defines the work, requirements and charges. Agreed variations take priority; extra work needs approval. Later website changes need your agreement to alter an existing order. Binding consumer statements and statutory rights remain unaffected.

3. Essential information about intended use

Before ordering, you must tell us the intended application and all operating, performance and safety requirements that could materially affect the part. Tell us what you know and identify any uncertainty.

Relevant information includes temperature; electrical conditions, voltage and proximity to electrical components; fire or heat exposure; mechanical loads, impact and pressure; chemicals, oils and fuels; UV, weather and outdoor use; food contact; moving machinery; and any safety, regulatory or certification requirements. Tell us about consequences of failure we could not reasonably know.

We are not expected to guess requirements that are neither disclosed nor reasonably apparent. Unless agreed otherwise, we do not undertake to design, test or certify for such a requirement. This does not remove our duties concerning obvious issues, ordinary product quality, or a purpose made known to us.

4. Suitability and the wider application

You are responsible for deciding how to install and use the part and for assessing aspects of application suitability outside our agreed scope, unless we specifically agree to assess a stated requirement. Recreating a component does not itself mean we have inspected the whole machine, assessed electrical or fire safety, calculated structural loads, certified compliance or identified every environmental condition.

This does not exclude any legal obligation to supply parts fit for a purpose made known to us, expressly or by implication, where the law requires it.

5. Safety-critical applications

Tell us before ordering if failure could reasonably cause death, personal injury, electric shock, fire, significant structural failure, dangerous machinery operation, pressure-related injury or substantial property damage.

Unless specifically agreed in writing, we do not design, approve or certify parts for safety-critical use. We may refuse the work or require suitable engineering specifications and testing before accepting it. A customer warning or acceptance cannot authorise work that breaches our legal or product-safety duties.

6. Practical suggestions and advice

We may suggest materials, geometry, manufacturing methods or changes to strength, fit and design. Unless specifically included in the agreed scope, these are practical observations, not professional engineering, electrical or structural advice, or independent safety or regulatory certification.

We remain responsible for reasonable care and skill in the work and advice we actually provide, and for any statements that are legally binding.

7. Requests to proceed despite a specific warning

If we consider a part, material or design unsuitable for your intended use, we will explain the specific limitation, why we advise against that use and the reasonably foreseeable consequences before you commit to the affected order or change.

If you still choose to proceed after that warning, you accept responsibility, to the extent permitted by law, for consequences caused by that specific disclosed limitation, except where our breach or negligence contributed. Proceeding does not represent our approval of that use or authorise work that breaches our legal or product-safety duties. We remain responsible for correct manufacture, compliance with the agreed specification, reasonable care and skill and all non-excludable obligations.

8. Customer-supplied information

You are responsible for the accuracy of measurements, drawings, CAD, specifications, material requirements and design instructions you provide. We may rely on them unless there is an obvious reason to question them, and will raise apparent problems we identify.

To the extent permitted by law, you are responsible for unsuitability caused by incorrect supplied information, except where our agreed checking work, breach or negligence contributed to the problem.

9. Reverse engineering and first parts

Originals may be worn, warped, damaged or incomplete. We may need to make reasonable judgements about original dimensions and will explain material assumptions or uncertainties. A replacement may differ geometrically or in material and manufacture; the usual objective is the agreed fit and function, not an identical copy.

Design changes or improvements require agreement. Where practical, we will agree a first part for you to check, by safe trial fitting or agreed checks, before a larger batch. Approval does not waive rights concerning hidden defects or our failure to meet the agreed specification.

10. Manufacturing finish and tolerances

Processes may produce minor layer lines, tool or support marks, colour differences, surface variations and dimensional tolerances. These are acceptable only where consistent with the agreed specification and finish, do not materially affect agreed fit, function or appearance, and meet applicable legal quality requirements. We remain responsible for manufacturing to the agreed specification with reasonable care and skill.

11. Quotations, payment and changes

Design is normally quoted first with an estimated manufacturing price, which is not a fixed price. The firm manufacturing price needs your approval after design, before production. Straightforward jobs may be quoted in full at the outset.

The quotation states the price or calculation method, applicable taxes, delivery charges and payment stages. Design may be payable upfront and manufacture before production or dispatch; work may wait for cleared payment. Design work properly supplied remains payable if you choose not to order manufacture, subject to cancellation rights and other legal remedies.

Reusable files may avoid new design fees for repeat orders; prices depend on the part and quantity. Changes to scope, specification or charges need your approval before proceeding. Advance payments are not automatically non-refundable.

12. Timing and delivery

Before acceptance we will confirm the expected timetable for your job, when it starts and delivery arrangements. The website's normal turnaround of around a week is a general indication; your job's agreed timetable applies. We will discuss delays caused by missing information, approvals or payments and notify you of material delays.

For consumers, if no different delivery period is agreed, goods must be delivered without undue delay and within 30 days of the contract. Services without an agreed time must be performed within a reasonable time. Statutory rights concerning delay and delivery risk remain unaffected.

13. Original components in our care

We will confirm whether an original is needed before you post it, and take reasonable care of items sent or delivered to us. Tell us beforehand if an item is unusually valuable, rare, historically significant, fragile or irreplaceable, so suitable handling, packaging and return arrangements can be agreed.

Any destructive testing or alteration requires your prior agreement. Postage arrangements and charges will be agreed. We do not exclude responsibility for loss or damage caused by our negligence.

14. Intellectual property and retained files

You must be entitled to request reproduction and disclose known intellectual-property or confidentiality restrictions. We may refuse work where that entitlement is unclear. Existing intellectual property remains with its owner; reverse engineering does not give us ownership of a third party's original design.

Unless agreed otherwise in writing, we retain our manufacturing files and any intellectual-property rights we lawfully create in our own original CAD and design work. Buying a part does not automatically include editable CAD or source files, or transfer those rights.

We may retain files for repeat manufacture. This does not permit infringement of third-party rights or unauthorised disclosure or use of confidential customer designs for unrelated customers.

15. Problems and remedies

We check finished parts against the agreed requirements before dispatch. If a part appears faulty or does not match the agreed specification, contact us with reasonable information, such as photographs or measurements. We will have a reasonable opportunity to investigate and arrange an appropriate modification, repair, remake, replacement or refund, without limiting any legal remedy.

We are responsible for correcting genuine errors attributable to our work. Consumers retain rights to satisfactory-quality goods, goods as described and fitness for purpose where the law requires it, and services performed with reasonable care and skill. Remedies may include rejection and refund, repair or replacement, repeat performance or a price reduction, as applicable. Inspection or approval does not remove statutory rights.

16. Consumer cancellation and cancelled orders

Bespoke goods. Goods made to your individual specifications or clearly personalised normally have no statutory change-of-mind cancellation right. Manufacture to order alone does not make a standard product exempt. This exception does not affect rights for faulty, misdescribed or otherwise non-conforming goods.

Other distance or off-premises orders. Where statutory cancellation rights apply, consumers normally have 14 days, beginning the day after a service contract is made, or the day after receipt of goods for a goods order. We will supply the required information and model cancellation form. Any legally extended period applies. Cancel by any clear statement using the contact details below or in your quotation; the form is optional.

Starting a design service early. Where cancellation rights apply to a design or other service, we will start during that period only on your separate express request, recorded in a lasting form such as email. Cancellation after that request may require proportionate payment for services actually supplied, only if the required information was given. A service cancellation right is lost on full performance only after your express request and acknowledgement of that consequence. Accepting these terms alone is not such a request.

Consumer cancellation refunds will be made within the legal deadline, normally 14 days, subject to lawful rules on returning goods. If no statutory change-of-mind right applies and we agree to cancel, charges will reflect work properly performed and reasonable unavoidable net costs, with steps taken to reduce loss; excess prepayments will be refunded. There is no automatic forfeiture of advance payments.

17. Responsibility and business liability limits

For every customer: we remain responsible for our agreed work, specification compliance and reasonable care and skill. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, liability under Part I of the Consumer Protection Act 1987, consumer statutory rights, or any other liability that cannot lawfully be excluded or limited.

Business customers only: to the extent reasonable under the Unfair Contract Terms Act 1977, we exclude indirect or consequential losses. Lost profit, revenue, production or business interruption is excluded under this clause only where it is indirect or consequential, not where it is a direct loss.

A financial cap applies only if a monetary amount is prominently stated in the quotation and expressly agreed before the order is accepted. In that case, our total liability arising from that order, whether in contract, negligence or otherwise, is limited to that amount, only to the extent the limit is reasonable under applicable law. If no cap is agreed, these terms impose no financial cap. The protections in the first paragraph always take priority.

18. Governing law and disputes

The law of England and Wales applies. Business disputes are subject to its courts. Consumers retain any mandatory protections of the law of their usual residence and any jurisdiction rights that cannot legally be restricted.

19. Contact details

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