COPY & REPLACE

Terms of Service & Liability Disclaimer

1. Our services

Copy & Replace provides reverse engineering, CAD design and manufacture of replacement plastic components. All work is carried out to the agreed specification using information supplied by the customer.

2. Customer responsibility

Customers must disclose the intended use, operating conditions and requirements of any replacement component, including relevant temperatures, loads, pressures, chemicals and safety requirements.

Unless expressly agreed, Copy & Replace does not provide independent engineering certification or extensive performance testing. Recreated components are not guaranteed to have identical properties, strength or lifespan to the originals.

Customers are responsible for appropriate installation and application-level testing. Copy & Replace remains responsible for its own work and legal obligations.

3. Warnings and limitations

If we identify concerns regarding a component's design, material or intended use, we will explain these to the customer.

If the customer chooses to proceed after being informed of these concerns, their instruction to continue will be treated, where legally permitted, as acknowledgement and acceptance of the identified limitations.

Written confirmation is preferred but is not mandatory unless required by law. We may rely on communications and other evidence of the customer's decision to proceed.

Where legally permitted, Copy & Replace is not responsible for consequences arising from the customer's informed decision to proceed against our advice, except where our own breach, negligence or other legal responsibility caused or contributed to the loss.

We reserve the right to decline work that we reasonably believe cannot be supplied lawfully or safely.

4. CAD ownership

All original CAD models, design files and manufacturing files created by Copy & Replace remain our property, including associated intellectual-property rights that we lawfully own.

Design fees cover the design service, not the purchase or transfer of CAD files. CAD files are not supplied as part of an order.

5. Payment and cancellation

All customers, including businesses and individuals, must pay the agreed design fee in full before design work begins.

Manufacturing costs are charged separately and must be approved and paid in full before manufacturing begins.

For business customers, once design work has commenced, the agreed design fee remains payable if the customer cancels, subject to our contractual obligations and applicable law.

For consumers, statutory cancellation rights remain applicable. Where a consumer has expressly requested that design work begin during an applicable cancellation period, lawful charges for work performed may be deducted from any refund. Any legally required separate request or acknowledgement must be obtained before work begins.

Once design work has been properly completed, the agreed design fee remains payable even if the customer chooses not to proceed with manufacturing, subject to applicable legal rights.

6. Liability

Copy & Replace will exercise reasonable care and skill and manufacture components to the agreed specification.

For business customers, to the fullest extent permitted by law and subject to applicable reasonableness requirements, our aggregate liability relating to an order is limited to the total value of that order. We exclude business interruption, lost profits and consequential losses to the extent lawfully permitted.

Nothing in these terms excludes liability for death or personal injury caused by negligence, fraud, non-excludable product liability, consumer statutory rights or any other liability that cannot lawfully be excluded.

7. Acceptance

These terms apply when supplied or made available before the customer accepts a quotation and an order is subsequently agreed.

Copy & Replace

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