**Custom Glass Design Drawings and Disclaimer**

When making custom designs it is important to gather all of the information needed upfront in a well-constructed drawing and design idea. Having all of the information in the beginning will eliminate additional fees and down time spent communicating about reworking designs. We ask that when you send us a drawing that includes the following items to the best of your ability.

* The drawing done in Auto-CAD
* The overall measurements in one scale (Metric or US), preferably drawn to scale to limit confusion on the final size
* The joint sizes
* The hose barb sizes
* The angles of all intersections of glass, joints, tubing, hose barbs
* The preferred outer tubing size, inner if important to function of piece
* The preferred timeline of receiving the finished piece, rush orders may have additional fees

If you have a rough idea about what you would like made but do not know the specifics, please give us a call so we can help you work out what designs would best suit your needs.

Once the drawing is received it will be reviewed by our glassblowers and design team to look for any potential oversights or manufacturing issues. If the drawing is not clear or accurate, we will redraw it for a small engineering fee. If technical issues are found, the drawing will be sent back to the customer to revise, then reviewed by the team again. This process will repeat until all parties are confident in what exactly is to be made. All details must be included in the drawing. We cannot verbally make changes to the design without the drawing approval.

We will always advise the simplest most economical designs that we can. If the customer wishes to proceed with a much more intricate and complicated design then initially intended, an additional engineering fee may be added.

When the drawing is determined to be complete and accurate, the customer will sign off on the drawing acknowledging that it will be made to the exact specifications of the drawing. A minimum of 50% of the custom price will be paid upfront before the work will be started. The estimated price is a rough estimate only. Sometimes the item can become more intricate than expected, or special tools would be needed. If the price of the design will be more than expected, we will contact you before proceeding.

If the customer later finds the drawing they signed off on to be inaccurate and the piece is already complete, no refunds will be given and they will need to pay for the making of the new piece as well.

These policies are set in place to protect both you, the customer, and us here at GoldLeaf. With these policies we hope to have the smoothest custom made glassware experience you can receive. We look forward to working with you on your ideas!

**Custom Repairs**

Glass breaks! If you have broken lab ware that you would like to get repaired rather than replaced, look no further, we can do that for you! Before we receive your item here is what you need to do.

Pieces received will need to be cleaned first. A decontamination form will be email to the customer to follow before each piece can be sent. Potentially harmful of hazardous materials that may still be on the piece must be disclosed in writing. The glass will be heated by kiln and flame and the vapors may be harmful to your glass and our glassblowers. Any piece received that is not cleaned will be charged additional cleaning fees at full shop rate.

Please pack your repair items extremely well as they can be damaged further in shipping. Use lots of bubble wrap and nice, sturdy boxes, even double box the item. Any repairs shipped will be at the senders own discretion and risk. Any damages that happen in shipping will need to be taken up with the shipper.

Repairs will always have a risk of further damage or complete breakage. All risks will be minimized as much as they can be, however it can never be eliminated. If the piece is determined to be a total loss, no repair fees will be charged. Shipping and potential cleaning fees will not be refunded.

If a repair comes in and the damage is discovered to be more than originally thought or the item was damaged further in shipping, the item may cost more to repair than originally quoted. The customer will be contacted first before the repair is started.