KOLLAR

# 3D Printing Terms

FOR PRINT QUOTES AND ORDERS - VERSION 1.0 - OCTOBER 2026

Thank you for choosing KOLLAR. These terms explain what to expect from a 3D printed part, so you know exactly what you are paying for before you accept your quote. They are short and we have kept them in plain English. Paying for your quote means you accept them.

## 1. What you are ordering

Your parts are made to order from the file you upload, using FDM (fused deposition modelling) 3D printing. We print your file as supplied, in the material, colour, layer height, wall count and infill shown in your confirmed quote.

We check every file for printability before we confirm the price. We do not check whether your design will work for its intended purpose unless we have agreed a design review with you in writing.

## 2. The 3D preview and how printed parts look

The 3D preview on our website shows your digital model. It is smooth because it is a computer model. A printed part is built layer by layer, so it will look and feel different from the preview. This is normal for 3D printing and is not a fault:

- Fine horizontal layer lines are visible on all surfaces, more so on curves and slopes.
- Small marks, slight roughness or discolouration where supports were removed.
- A thin seam line where each layer starts and finishes.
- Slight stringing or blemishes on small details, and sharp edges may be slightly rounded.
- Colours can look different on screen and may vary slightly between material batches.

We remove supports and check every part before dispatch. Sanding, painting, smoothing or other finishing is only included when it is listed in your quote.

## 3. Accuracy and fit

3D printed parts are accurate but not exact. Dimensions are typically within about 0.3 mm on small features and may vary more on large parts. Holes often print slightly undersized and flat surfaces may warp slightly.

We do not guarantee that a part will fit, mate with or work alongside other parts unless we have agreed this in writing before you pay. For critical fits we recommend ordering a single test part first.

## 4. Strength and suitable use

Printed parts are generally weaker between layers than across them. Parts are not suitable for safety-critical or load-bearing uses where failure could cause injury or damage, for food contact, for medical use, or for children's toys, unless we have agreed otherwise in writing.

Heat resistance depends on the material: PLA softens at around 55 C and PETG at around 75 C. Choosing a suitable material and checking that the part is fit for your use is your responsibility.

## 5. Your file and intellectual property

By uploading a file you confirm that you own the design or have permission to have it printed, and that printing it does not infringe anyone else's rights. We may decline any file we believe infringes copyright, trade marks or patents, or that we are not willing to print.

Your design stays yours. We use your file only to quote and make your order. We keep files and quote details for up to 12 months and then delete them, as described in our privacy policy. We do not share your file with anyone else.

## 6. Quotes and prices

The instant price on our website is an estimate. Your confirmed quote may be higher or lower after we have checked your file, for example because supports, print time or material differ from the estimate. The price in your confirmed quote is the price you pay.

Quotes are valid for 14 days. If you change the file, material, colour or quantity after accepting, we will send a new quote.

## 7. Payment and production

Production starts when we receive full payment. Dispatch times in your quote are our best estimate and start from payment. If anything delays your order we will tell you as soon as possible.

## 8. Delivery

We deliver within the UK, including Northern Ireland, by Royal Mail. Please check your parts when they arrive and tell us within 48 hours, with photos, if anything is damaged in transit.

## 9. Cancellations, returns and refunds

Your parts are made to your own file and specification. This means the 14-day right to cancel under the Consumer Contracts Regulations 2013 does not apply once production has started. Before production starts you can cancel by emailing us and we will refund you in full.

We do not accept returns or give refunds for a change of mind, for parts that do not fit other items (unless fit was agreed in writing), or for the normal appearance of 3D printing described in section 2.

If a part is faulty or is not as described in your confirmed quote, for example wrong material, wrong colour, wrong quantity, or a print defect such as layers separating, tell us within 7 days of delivery with photos. We will reprint it or refund you. This does not affect your statutory rights.

## 10. Our liability

Our total liability for any order is limited to the price you paid for it. We are not liable for indirect or consequential losses, or for losses caused by using a part outside the uses described in section 4. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.

## 11. Business customers

If you buy for a business, the consumer rights described above that apply only to consumers do not apply, and you accept the parts as described in your confirmed quote.

## 12. General

These terms apply together with our general Terms & Conditions at kollar.co.uk. If they conflict, these 3D printing terms apply to print orders. These terms are governed by the law of England and Wales.

KOLLAR - Rapid prototyping and custom part design - Staffordshire, United Kingdom - kollar.co.uk - info@kollar.co.uk