

Zero Porosity Casting

Experience the Difference in Quality

RETURN POLICY

Our goal at Zero Porosity Casting is that you are completely satisfied with your order. We take pride in the quality of the products we sell and offering great customer service is our top priority. If you are not completely satisfied with your purchase, please follow the guidelines detailed below and we will be happy to help you to return your purchase.

FOLLOW THESE STEPS

1. Contact Customer Service Department for a Return Auth. #
 2. Ship a copy of the invoice or order # in order to expedite the process.
- Shipping Fees: On customer

ZPC Quality Control Pledge:

- 1) Full credit will be given for any Proto/Cast for: - A piece that has surface porosity. (ZPC cannot anticipate polished surface areas) -An issue with order placement or timing (Reasonable production times apply)
- 2) Base metal credit will be given for: -Any other reason (including poor quality with the wax given)
- 3) ZPC does not credit prototypes or molds
- 4) All credits will be applied to customer accounts and will be deducted off future orders
- 5) ALL jobs (items) with issues must be returned to ZPC within 10 business days to be eligible to receive a credit (no exceptions).

Weight: - Metal refunds are based on weight received back from the customer. -We do not refund polishing loss.

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Authorize your understanding of the return policy:

I, _____, hereby understand the return policy of ZPC.
(print name)

(Signautre)

(Date)

Please send returns to:
Attn: Returns/Re-Cast
Zero Porosity Casting
411 Waverley Oaks Rd., Suite 140
Waltham, Ma. 02452