



## Shipping Policy

Cancelled orders are subject to a \$25.00 cancellation fee.

Reproofing of artwork may cause delay in shipping. If you decide on “no proof” on your order J. Thor Productions, Inc. is not responsible for changes due to your gobo image size.

2 proofs are on us, if you ask for a 3<sup>rd</sup> proof the customer is responsible for a \$25.00 fee per proof after the second.

All items are shipped FedEx or UPS. J. Thor Productions, Inc. is not responsible for your shipment once it is in shipper’s hands!

RUSH ORDERS are non-refundable for any reason.

J. Thor Productions, Inc. will not refund RUSH charges in the result of a shipping error, or delivery delay caused by shipper.

Customers assumes all responsibility and risk for rush orders!

J. Thor Productions, Inc. ships stock orders within 72 hours Monday through Friday.

In the case of shipping damage or loss, all claims should be made by the recipient with the carrier within three days.

J. Thor Productions, Inc.’s responsibility ends upon delivery of product to the carrier. In case of damage to your shipment, contact your carrier immediately in writing outlining loss and or damage.

J. Thor Productions, Inc. is not responsible for shipping delays or losses. J. Thor Productions, Inc. cannot be responsible for delays or prevention of shipping due to insufficient customer information, acts of God or the Supreme Being, riots, government strikes, fire, mudslides, earthquakes, hurricanes or shipping carrier delays of any kind. Returns are not allowed without written authorization from J. Thor Productions, Inc., returns are subject to a 35% restocking fee, not including shipping and handling cost. Discrepancies, shortages and or problems with orders must be reported to J. Thor Productions, Inc. within 5 days from receipt of order. Custom Gobos are non-refundable and non-returnable. No exceptions. Customers are responsible for supplying correct sizing information, text spelling and artwork.

Gobos are manufactured in an entirely different process from print. We are able to make virtually any color, **but we cannot guarantee the exact match of your colors in the resulting projection due to variations in the fixtures and projection surface. The color of a projected image will always vary from the print color as there is only limited control over the projection environment.** The resulting projection color is influenced

by factors such as ambient light situation, projection surface color and materials, and color temperature of the light bulb.

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