



Sales Terms for Gobosource.com

Other Policies

Please review our [Privacy Statement](#) and [Conditions of Use](#) on this site, to understand our practices. These policies also govern your visit to Gobosource.com.

Pricing for Custom Gobos

Prices are in US Dollars if not stated otherwise. Rush fees may be applied according to the selected production speed. There is no extra fee for artwork processing if the artwork is provided in the required format. Please refer to our [Artwork Guidelines](#). If the artwork provided to us requires extensive reworking, we may have to charge an extra fee. In this case we will ask for your permission before proceeding.

Turnaround Time

Turnaround Time = Production Time + Shipping Time.

Most gobos can be rush produced as fast as Same Day, for the regular production times; see the custom gobo order options on our website for the desired gobo type. If a proof is required, then the Turnaround Time starts after the proof is approved. We cannot be held responsible for delays caused by conditions beyond our immediate control.

Proofing

When a proof is required, please allow extra time for proof production and approval. Once the proof is approved, you can expect a standard Turnaround Time.

Proof Cancellation/Artwork Fee

Proofs typically do not receive a fee unless the following occurs:

After the first proof, one more proof or revision is allowed at no charge. On the third revision and beyond, Studio Time artwork charges will apply which is \$25.00 for each change.

*This does not apply if we have made an error, only if there is a desired artistic change.

Cancellation of proof will incur a \$25.00 studio time charge.

Cool ink/Cool ink HD proof which is \$25.00.

Same day/Rush proofs incur the normal charge that the specific gobo would be.

We hold proofs for up to 30 days. After that we will reach out and check on the status of the proof. At that time, we will either need to produce or cancel. If cancelled, it will incur the \$25.00 studio time charge.

Canceling a Gobo Order

Due to the nature of the gobo production process, if a refund is desired, a gobo order must be canceled with-in 24 hours of the expected delivery date. If canceled after 24 hour period, Gobo is non-refundable.

Shipping

Custom Glass Gobos ship FedEx from our Scotts Valley Office in California.

Custom Color Glass Gobos (rush orders only) may drop ship from Texas or Italy with one of the major carriers, such as FedEx, UPS, TNT, or DHL. For international drop shipments, we usually reserve an extra day for possible customs or shipping delays.

Most Metal- and Film gobos ship from Texas.

Gobo Projectors, light bulbs and other accessories ship FedEx from our Scotts Valley Office in California.

We usually require a signature for delivery unless otherwise requested by our customers and confirmed through us. Shipping cost will be added to your order. We cannot be held accountable for shipping delays caused by the freight forwarder or customs delays. GoboSource is not responsible for lost or stolen items if delivery has been confirmed by tracking number provided by the shipping provider (usually FedEx). If package has been signed for and delivered, GoboSource cannot provide a refund for the shipped products that were lost or stolen after confirmed delivery.

A claim can be filed with FedEx to be refunded shipping [here](#). A refund can be applied for items that have been lost or stolen with out delivery confirmation from shipper. This is the only case in which we can refund lost or stolen items.

International Shipments

The customer is responsible for additional shipping costs, import duties, and taxes that may incur for orders outside the U.S. The customer is also responsible for the cost of any return shipments, including warranty returns or replacements.

Order Confirmation

We will verify your order and will email you an order confirmation with final pricing. If applicable, we will provide a gobo proof. We will only proceed with your order after mutual confirmation and receipt of payment.

Payment

Due to the nature of our products we request payment in advance if not otherwise agreed. We accept Visa, Mastercard, Amex, PayPal, Money Order, Wire Transfer, and Company Check. We may charge interest for late payments.

24 Hour Gobo and Product Review Policy

Custom gobos must be unpackaged and reviewed for accuracy and defects by customer with-in 24 hours of receipt of package. If defect is found in gobo after the 24 hour review period after the receipt of the package has expired, than Gobosource is not liable for refund of the defective gobo. This policy applies to DOA (dead on arrival) projectors as well. Gobosource will honor the original warranty of the projector or product, however, Gobosource will not issue refund for the product if it is not reviewed with-in 24 hours of receipt of package if refund is desired.

Returns

Custom Gobos cannot be returned (see Refunds). For returned projectors and accessories we charge a 15% restocking fee unless otherwise agreed. Items must be in new condition and in their original packaging. Please contact us for return instructions before returning any product. To return a projector or product that is functioning properly for refund, GoboSource must be notified by email with in 2 weeks of receipt of the product that a return for a refund is desired. GoboSource must then receive the returned product with in 30 days after notification of defect to be given refund.

Refunds

If gobos are faulty due to obvious mistakes made by us or defective materials, we will provide either product replacement or refund, if applicable. We only proceed after your final approval of artwork, therefore we cannot refund any payments made for approved Custom Gobos that are delivered as specified. Please allow up to a week for the refund to go through processing after refund has been issued.