

Project Brief

Thank you for choosing Reinvent3d to discuss your project. Below is a series of questions that will help us understand what you are intending to achieve along with some important details.

Please fill out the form with as much detail as possible and email to **reinvent3d.design@gmail.com**

Project Name: _____

Client Name: _____ **Contact Number:** _____

Date: _____ **Email:** _____

Project Overview:

Describe the general project details, objectives, background information and desired outcomes that you wish to achieve.

Please attach any reference pictures/drawings that will help.

Existing Product Information:

For Example, is there an existing part/location that needs to be considered or measured for the project?

Special Requirements:

Does the project require lighting, graphics, unique interactions, weather considerations, excessive weight reinforcement, higher durability use, mobility, flat packable, size restrictions etc.?

Additional Notes:

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FAQ's AND IMPORTANT INFORMATION

Reinvent3d offers a custom design solution and fabrication service leveraging additive manufacturing (3d printing) in combination with traditional materials and techniques.

The Design Process

Brief

The design process consists of several important steps with the first one being the brief – working out the fundamental understanding of what the intended outcomes are, functionality, use etc.

Whether the project is a simple shape or complex part, the design process is critical to ensure positive outcomes.

Design

Building on this understanding of the problem, the second step will be starting to work out possible solutions, beginning to 3d model important aspects while fleshing out the appropriate direction of the project.

Approval

Once the 3d model has been completed, a technical drawing or presentation will be created and sent to the client to discuss and approve. Each project will differ with this step, depending on complexity.

Amendments

Amendments inevitable arise during the design process. If the client requests a re-work of the design solution, Reinvent3d reserves the right to assess those changes and update/add to the quote as required. The client will be notified of any changes to the quote, price and associated costs brought about by amendments.

Quoting

Quoting will differ from project to project depending on the complexity and desired outcomes. After discussing the details of the project, a formal quote will be emailed to the client outlining all the details. The quote will be broken into two parts – design and production, with associated deliverables. Depending on the project, the quote for production may be left blank until the design is realised, and then updated.

The valid period for a quote is 30 days from date stated in the document.

Prototype / Production

Once the design has been approved and signed off, production will be scheduled in. Depending on the project, a first-off sample may be produced for testing, by both Reinvent3d and the client.

Payment

Once the design brief and quote have been approved by the client, a 20% deposit of the quoted design price is required before design work begins. This instalment is to cover the initial design phase and is non-refundable.

Once the project has been completed and shipped, an invoice will be emailed to the client with the outstanding amount. **Reinvent3d has a strict 30-day payment policy from date of invoice.**

Shipping

Any part or product that needs to be shipped to Reinvent3d for testing or measuring is done so at the client's expense. Reinvent3d does not claim fault for any goods that have been damaged during transport. These goods will be shipped back to the client with any complete prototypes or production parts. Shipping of these original goods back to the client will be discussed, depending on the size and weight etc.

Shipping of completed projects will be estimated/discussed in the quoting phase. Please note, Reinvent3d only services Australian clients, and will only ship to Australian addresses.

Shipping will be tracked and covered by standard insurance by the carrier.

If goods were received damaged during transit, please contact Reinvent3d immediately to discuss resolutions.

Returns Policy

The design approval process is tailored to mitigate the need to request a return as much as possible. If the need for a return does arise, please contact Reinvent3d immediately to discuss.