

**Order Policies:**

Custom Gobos are non-refundable and non-returnable. No exceptions. Customers are responsible for supplying correct sizing information, text, spelling and artwork.

Custom and stock image gobo sizes are not to exceed 4" in diameter without additional cost to be quoted separately.

Proofs are provided only when ordered.

Gobo orders are final and not eligible for cancelation, refund, return or replacement. Should a cancelation be authorized, store credit will be applied. Should a refund be authorized, cancelled orders are subject to a \$25.00 cancellation fee.

GoboMan ships stock image, custom steel orders and projector orders within three business days from receipt of complete order, Monday through Friday. Glass orders require eight business days for production. Processing time subject to change based on artwork and quantity. Complete order means we have received acceptable artwork, and job details including gobo size, quantity, image details, etc. GoboMan cannot begin to work on a job until we have received all of this information. That is when the clock starts on the delivery time estimates.

Steel gobos, glass gobos and projectors all ship separately. If these items are all on the same order, GoboMan will contact you to resolve the additional shipping charges.

Prices are subject to change without prior notice.

**Rush Orders:**

Customer assumes all responsibility and risk for rush orders. Rush Orders are non refundable for any reason. GoboMan will not refund rush charges in the result of a shipping error or delivery delay caused by shipper (see F.O.B.), or insufficient information from the customer.

**Shipping Policies:**

All items are shipped F. O. B. Temecula, which means GoboMan is not responsible for your shipment once it is picked up by the carrier. GoboMan's responsibility ends upon delivery of product to the carrier. In case of damage or loss of your shipment, contact your carrier immediately in writing, outlining loss and/or damage.

GoboMan will not ship on customer's account number.

Customers are responsible for all shipping charges, duties, customs charges or any other fees that may not be known at the time of shipment. GoboMan cannot be responsible for delays or losses, or prevention of shipping due to insufficient customer information, acts of God or the Supreme Being, riots, government strikes, fire, mudslides, earthquakes, hurricanes pandemics or shipping carrier delays of any kind.

Discrepancies, shortages and or problems with orders must be reported to GoboMan within 5 days from receipt of order. Shipping delays or lost packages must be addressed with the carrier, as GoboMan is not responsible for errors or delays on the part of the shipper. (See F.O.B.) If first class mail is selected as the shipping method, the post office does not accept claims for lost merchandise.

### **Lighting Projectors:**

No returns on electrical equipment, same item exchanges only. No equipment may be returned to GoboMan without pre-approval from GoboMan. Returns are not allowed without written authorization from GoboMan. Returns are subject to a 25% restocking fee, not including shipping and handling cost. The remaining balance will be issued as a store credit.

Goboman's warranty is 30 days from purchase, except on expendables.

### **Artwork Requirements:**

WHAT TYPE OF ARTWORK? We can make your Gobo from any artwork. However, especially in glass, the higher quality of an image you provide us the better your Gobo can look. Below are some guidelines that will help.

Word Program Files should not be submitted at all. The fonts almost never stay true.

We also cannot accept CAD Files (.dxf, .dwg).

The best file types are: Adobe Illustrator (.ai) EPS Files (eps) PDF Documents (.pdf) JPG (.jpg)

We can also accept, but do not prefer: Adobe Photoshop (.psd) TIFF Files (.tif) BMP (.bmp)

PICT (.pict) GIF (.gif)

Glass 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.

### **Pandemic Response:**

We understand that many events have had to be postponed or canceled and that this can be extremely costly. That's why, if you have already purchased a custom gobo from us with a date for the canceled event, **we will remake the gobo with a new date for the price of a duplicate.**

Rather than paying to remake your gobo, another option is to black out the date on the existing gobo using this tip:

Use automotive gasket silicone and paste a thick layer over the art that you wish to hide. Gasket silicone is heat resistant and works even in hot running projectors. Get the opaque dark red or black silicone to make sure no light bleeds through. It's available in small tubes for less than \$5

in most auto supply stores. Aluminum foil tape or metal tape can also be used to block out dates.