Skull & Skeleton Preservation Services

Terms & Conditions Agreement

Client Information

- Name: _____
- Address: _____
- Phone: _____
- Email: _____

Pet Information:

- Name: _____
- Species and sex: _____
- Color _____Weight_____
- Age (when passed): _____
- Requested Service: _____

  _____

Total Price: _____Deposit Paid_____ on _____

Total Due: _____ + tax and shipping if applicable.

Terms and Conditions – Skull & Skeleton Preservation Services

These Terms and Conditions ("Agreement") outline the policies and procedures of **Skinless Osteology Services** ("Company") regarding skull and skeleton preservation, cleaning, and related services. By submitting an order, the customer ("Client") agrees to the following:

1. Services Provided

The Company provides cleaning, preservation, and preparation of animal skulls and skeletons. Each project is completed with professional care; however, due to the delicate nature of biological materials, results may vary.

2. Risks and Limitations

- Natural materials may be fragile, deteriorated, or contain hidden damage. While the Company takes every precaution, **we cannot guarantee against cracks, breaks, discoloration, or other alterations that may occur during processing.**
- Preservation is a complex procedure, and **we are not liable for unexpected changes in appearance, size, or structural integrity.**
- The Client acknowledges that some risks are inherent to this type of service.

3. Shipping and Delivery

- Clients are responsible for all shipping costs to and from the Company.
- **The Company is not responsible for shipping-related damages, delays, or lost packages.** We recommend using insured and trackable shipping methods.
- Finished work will only be shipped after full payment has been received.

4. Payment Terms

- A **75% non-refundable deposit** is required upon acceptance of the estimate to begin work.
- The remaining **25% balance must be paid in full before delivery or shipment.**
- Failure to provide payment within 30 days of notification of project completion may result in forfeiture of the specimen.

5. Timeline

- Standard lead time is **up to 12 months** from receipt of the specimen and deposit.
- Timelines are estimates only and may vary depending on project complexity and workload.
- The Company will communicate any significant delays but cannot guarantee specific completion dates.

6. Client Responsibility

- Client must ensure specimens are legally obtained and eligible for preservation. The Company reserves the right to refuse any project at its sole discretion.
- It is the Client's responsibility to properly prepare and package specimens for shipping to reduce risk of damage.

7. Liability Disclaimer

- The Company will not be held responsible for:
    - Pre-existing damage or decay of the specimen.
    - Damage during processing caused by inherent fragility of the materials.
    - Loss or damage during shipping, whether inbound or outbound.

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8. Media Use Consent

• During the preservation process, the Client grants the Company permission to take photographs, videos, and other media of the specimen for use in social media, educational content, and promotional materials.

9. Termination of Services:

• The Company reserves the right to terminate the preservation process or client relationship at any time, at its sole discretion, if the client:

- Engages in harassment, intimidation, or abusive behavior toward the Company, its representatives, or associates;
- Disrupts or interferes with the preservation process;
- Refuses to accept or understand the artistic, technical, or scientific methods inherent to the process; or
- Demonstrates conduct that makes it unreasonable or impractical to continue the professional relationship.

b. In such cases, the client will be notified in writing, and the project may be discontinued. Any work completed up to the date of termination will remain on the property of the Company until outstanding costs are settled. The deposit will remain non-refundable.

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10. Agreement & Signature

By signing below, I confirm that I have read, understood, and agreed to these Terms and Conditions.

Client Signature: _____

Date: _____

Company Representative (if applicable): _____