

All clients must be 18 years of age or older. If you are under the age of 18, then this document must be reviewed and signed by a Parent or Legal Guardian. No financial transactions will be accepted by anyone under the age of 18. (ie: credit/debit card transactions, cashiers check, electronic transfers, and/or cash).

Purchases and Deposits

Once an official quote for your requests have been presented and approved, a 50% deposit of your official quote, plus any helmets & accessories in full, is required to begin concept design and paint work. If you are supplying your helmet and accessories then design work will not begin until both your deposit & helmet have been received to the studio. The remaining balance will not be due until your helmet is completed.

Accepted Forms of Payment

Veneratio Designs, LLC accepts all major credit & debit cards, cashier's checks, and wire transfers. All Debit/Credit Card transactions will incur a 3% transaction fee. There is no wire transfer fee, however, there have been known delays from banks of 3-5 business days before funds are processed, which may cause delays in starting or releasing your helmet back to you. We do not accept business or personal checks, or accept payment via PayPal, Venmo, or similar. **All international transactions are done via wire transfer only.**

Concept and Graphic Design

Standard Drivers Left-Side Profile Concept Design

Once both your helmet and deposit are received, design work will begin with a Drivers-Left side profile based on key details you have provided pertaining to your design request. Once you review your concept you may approve for paint, or have one chance to make specific revisions not to exceed 2 additional hours of graphic design time. If you decline the concept and wish to start over, then an additional graphic design time may be purchased to start over at \$100/hr (3 or 5-hour minimum purchase depending on design complexity desired). An additional 5 hours of graphic design time may be purchased to draw the additional top, back, front, and drivers right side of the helmet for \$500. There are no refunds for graphic design time regardless if you like the design or not.

All concept designs and artwork created and produced by Veneratio Designs, LLC are the Intellectual Property (IP) of Veneratio Designs, LLC and protected by law. These concepts and designs may not be transferred to another painter or paint-shop of any kind. We do not create multiple designs for you to choose from as everything is bespoke per your specifications before we begin. Any declined or non-approved concepts will be retained by Veneratio Designs, LLC and may be offered to other clients for use.

Please remember that all concepts are not a true accurate representation of the final product and are only to be considered as a general representation of ideas. Please expect minor changes due to the nature of the painting & artistic process. This includes any concepts that may be supplied by the client, or were not created by Veneratio Designs, LLC. We will strive to hold to the concept as a whole as close as possible, but please remember there are many factors involved in the application process regarding geometry, size and scale.

*Please keep in mind that color tones on the computer monitor are not an exact representation of each paint color, and every computer monitor is different. If a specific color code/paint name is not requested, then we will do our best to match the color of the concept as close as possible, but we are not responsible for any cost/fee to change the color if you are not satisfied with the result. If you are providing your own OEM/PPG Paint code, please be aware that while there are generally no issues with color matching, it may not be an exact match to your car. We only mix to what the PPG formula dictates which may not constitute an exact match due to many variables such as OEM factory sourced pigments vs PPG aftermarket, factory mixing and spraying techniques vs custom, sun-wash & fading, and other unknown variables. *We are not experts on the color of your car. We are experts at painting helmets in colors provided by OEM codes & PPG aftermarket pigments that are available to custom and factory painters globally. (This is a well-known issue within common collision repair where paint is mixed to the OEM formula/code, then fine-tuned while the car is present in the spray booth for a precise match.)*

Once your concept is approved, any additional design changes after that point will incur an additional charge. This is due to the extra supplies needed to complete the work, design time, and adjustment of the painting schedule for all clients who are waiting. We advise you to explain to us exactly what you want in the very beginning to save you both time and money. **Changes cannot be made to the actual design layout or applied colors once painting has begun. No exceptions.**

All helmets designed and/or painted by Veneratio Designs, LLC will display our brand logo in 3 different locations on each helmet as signature of our work. This is predominately on each side of the front, side, or back of the helmet. Complimentary "default" Veneratio Designs visor strips will be applied to each visor supplied unless requested otherwise.

Behind the Scenes/Updates

To maintain a streamline and secure production process, we offer very limited behind the scenes images/updates. This is to also protect curtain trade-craft secrets that separate Veneratio Designs, LLC from other paint shops. We will kindly provide you with an update progress report along with 1-2 images when it's approximately ½ way done so you may see the hard work and dedicated craftsmanship involved in bringing your helmet to life. We may/may not also publish carefully selected behind the scenes images/videos of our work on our social media accounts/website as well. These images are the sole property and Marketing Material of Veneratio Designs, LLC. You have permission to use them on your private social media accounts as long as credit is given.

If any conflicts arise during the application process of your concept design onto the helmet, we will contact you immediately in order to work out a solution that you will be happy with and approve before we continue moving forward. If this happens, please respond as quickly as possible so that we can mitigate excess wait times. If a response is not received in a timely manner, then we will halt all work on your helmet and proceed to work on others behind yours until we receive a response from you. Please be advised that this can and will alter production times and increase your wait time.

Refund Policies

As of March 2023 there are no refunds on credit card processing fees should you decide to cancel as we are no longer refunded for these amounts.

Refund Policy if you are supplying your own helmets & accessories

Due to the extensive time & effort required to produce custom artwork, there are no refunds of graphic design time. If you wish to cancel during the design process before helmet prep-work and painting have begun, then you will be refunded your deposit amount less a 20% cancellation fee, any graphic design time completed, and any credit card fees. No refunds of any kind will be issued if you wish to cancel after your design has been approved and prep-work has begun on your helmet. If you wish to cancel after the painting process has begun, then you will be responsible for payment of any paintwork already completed before your unfinished helmet is released back to you.

Refund Policy if you are purchasing any helmets or accessories through the studio

Any helmets or accessories purchased with Veneratio Designs, LLC may be canceled/returned no later than 14days of purchase/deposit day, or when prep-work has begun, whichever comes first. A 20% restocking fee will be applied.

Painting Used Helmets

All used helmets requiring custom paint work will be evaluated to determine the amount of work prep-work needed to get it ready for paint. It is the client's responsibility to disclose any and all damage on the helmet when requested prior to receiving an official quote. If the condition of the helmet is not properly and clearly disclosed, or additional damage is found upon us receiving it, then the agreed upon quote may be voided and re-adjusted for the work needed to move forward with custom painting. *Please be honest with us. It is no problem for us to paint a used helmet and correct any minor scratches and rock chips, and we will always evaluate a fair price to correct the damage so that you may receive a beautiful new finish.*

Tax

Veneratio Designs, LLC does not charge sales tax on our helmet painting service. However, if you purchase any parts, accessories, or helmets and you are a Florida resident, then you may be charged sales tax on those items only. If you are NOT a resident of Florida but you take delivery, or if delivery of such items is completed in the state of Florida, then you may be charged sales tax on those items only. If you take delivery of any such items outside the state of Florida and you are not a resident of Florida, then you are solely responsible for any applicable tax (use-tax) as described by your home state. Sales Tax consists of both State and County rates as described by law.

Warranty / Liability

Each custom painted helmet is considered a "one-off" piece of artwork. As such, only a 30-day warranty (from the date of when final payment is received) is offered on custom paint for defects & failures only. This warranty is void if impact, rock damage, or evidence of improper use or care is discovered as none of these are covered under warranty of any kind.

While a very popular effect, the "chrome effect" is regarded as an imperfect *special-prototype effect that is applied to a glossy smooth base coat with a water-based spray solution* in which inherent visible side-effects do randomly occur; such as surface imperfections, sanding marks, dust & paint particle inclusions, small abrasions, orange peel, and chemical & water residue marks & stains. These side-effects are part of the chroming application process and not considered as defects. (Keep in mind this is not "real" traditional acid-bath chrome). Helmets with the chrome effect are also much more fragile as they require a super smooth & glossy surface for the "chrome" to be applied and reflect and are much more susceptible to delaminating and peeling with damage and rock chips, or even under any or normal use. (vs. a standard helmet which is prepped with 600grit sandpaper for durable paint adhesion). Because of this, helmets with the chrome-effect are not covered under warranty of any kind. Please be aware that "chrome" can also sometimes delaminate during the painting process due to its fragility with taping and handling which will cause substantial delays to start the painting process over to re-prepare the helmet for chrome and paint. No compensation or discounts will be offered should this happen as you have been informed ahead of time. While chromed helmets can last for many years, we only recommend it for special edition/single-race events rather than full seasonal use.

Fluorescent/Neon colors fade much faster than standard colors due to the nature of these pigments & vibrancy. This increases substantially when in direct sunlight or UV light and is not considered a defect.

Removing any accessories such as front or rear wings, vents, or rubber trims, can and will damage the finish or delaminate the paint on your helmet. Any damage that occurs during this process is not covered under warranty of any kind. Accessories like wings, top air and aero kits consist of extremely thin, flexible, lightweight plastics that are known for bending, breaking, and cracking under normal use and impact damage. This can cause paint to crack and peel which is not covered under warranty. Veneratio Designs, LLC will not paint bent or broken wings that are provided by the client.

Matte-finish helmets require more care and awareness than glossy helmets. Any marks or scratches that occur on matte finish is permanent and cannot be polished out or fixed. Any over-rubbing that occurs during use or while cleaning can and will alter the appearance of the matte finish, which is not considered a defect and not covered under warranty.

Veneratio Designs, LLC is not responsible if the helmet or accessories purchased or supplied by the client for painting is found "not legal" for their respective race series or class. It is the client's responsibility to confirm the model number of the helmet and any accessories are certified for the respective racing class/series.

Veneratio Designs, LLC does not assume any warranty or liability for helmets provided or supplied by the client or customer that show or present manufacturing defects of any kind. Example: Factory base coat paint delaminating directly from the shell, carbon fiber "pitting" or splintering, miss-aligned drilled vent holes, off-center shell molds (off center line of the direct geometric center of the helmet) or any other known or unknown defects.

By commissioning Veneratio Designs, LLC to customize any safety equipment, you understand that all helmets will be properly used for on-track racing purposes at legally sanctioned race events only and not for use on public streets, that racing is dangerous and can cause serious injury or death, and that Veneratio Designs, LLC is not liable for bodily injury, death, or property damage of any kind.

Privacy Policy

As a client of Veneratio Designs, LLC, your privacy is extremely important to us. We do not give out any phone numbers, addresses, email addresses, or specific transaction information with anyone. Veneratio Designs, LLC reserves the right to post our custom artwork and design portfolio to public social media accounts and our website. This may include the project owners name (or Driver's Name), affiliated team, and affiliated sponsors. However, if you wish for us to hold off on posting such material until after a specific date, that is understandable and we will be more than happy to accommodate.

Estimated Turnaround Times

Your estimated turnaround time of completion is based on the current and anticipated workload of the studio. This can change unexpectedly due to the nature of the custom painting process. Estimated wait times may also change or be extended if other clients opt to pay for expedited service. You will be notified if there are any changes and we always strive to finish your helmet ASAP.

Photos and Videos

When your helmet is completed, it will be professionally photographed and you will receive detailed photos for your records. Sometimes we will feature our work on our website and social media, and may also create a marketing video showcasing our recently painted helmets. Not every helmet will be featured, or receive a featured video. These Photos and Videos are the sole property and Marketing Material of Veneratio Designs, LLC. *You are welcome to use the photos sent to you, or re-post any videos that are posted on our social media accounts, as long as credit is given.*

Shipping Policy

Shipping cost is solely the client's responsibility. When your helmet nears completion, you will be contacted for final payment preparations and a shipping costs at the time of completion will be allocated to your balance. Once your remaining balance clears our account, your new custom painted helmet will be boxed up and shipped back to you. Funds generally clear within the next 1-2 business days following the time of the transaction. We do not offer personal pick-up directly from the studio, or personal delivery of any kind. We are not responsible for shipping delays caused by the shipping provider or offer discounts/refunds for late shipments caused on their behalf.