

MagicLaser - Terms of Service

Last updated: September 26, 2026

These Terms of Service ("Terms") govern your use of MagicLaser, a brand operated by "Меджик Лейзър" ООД, UIC: 208734261, VAT: BG208734261, with registered address at 59 Nikolaevska St., Ruse 7012, Bulgaria ("we", "our", or "us"). By visiting our website or engaging our laser-cut metal design and production services, you agree to these Terms and our Privacy Policy.

1. Acceptance of Terms

By accessing or using MagicLaser's website and services, you confirm that you have read, understood, and agree to be bound by these Terms, applicable Bulgarian law, relevant EU regulations, and any additional policies referenced herein. If you do not agree, you must not use our website or services.

2. Service Description

MagicLaser specializes in the design and production of custom laser-cut metal panels for decorative, architectural, and industrial applications. Our services include, but are not limited to:

- Laser cutting of steel, galvanized steel, and aluminum;
- Production of decorative facades, fences, gates, railings, and privacy screens;
- Development and adaptation of custom patterns and design concepts;
- File preparation support (DXF, DWG, AI, SVG) based on client input;
- Surface finishing and coating options where agreed;
- Organization of deliveries within Bulgaria and Romania through partner couriers or logistics providers.

All products are made to order according to specifications approved by the client before production.

3. Orders & Quotes

Orders are initiated based on a written quote issued by us and confirmed by you via email or signed document. By confirming an order, you agree to the described specifications, pricing, payment terms, and lead times.

You are responsible for providing correct and complete information regarding:

- Dimensions, quantities, and material requirements;
- Installation environment and mounting constraints;
- Any technical, safety, or regulatory requirements;
- Design files, logos, or patterns that you own or are authorized to use.

We reserve the right to refuse or adjust orders that are unclear, technically infeasible, or infringe third-party rights.

4. Payment Terms

All payments are processed via bank transfer, Stripe, or other secure payment methods indicated in the offer or invoice.

- Prices are quoted in BGN or EUR and may include VAT where applicable, as specified in the offer.
- A deposit or full prepayment may be required before production begins.
- Production and delivery timelines are calculated from the moment payment and design approval are confirmed.

- In case of late payment, we may pause production or delivery until the amount is fully settled.
- All confirmed custom orders are binding and non-refundable, except as provided under Section 5.

5. Production, Delivery & Returns

Each MagicLaser project is custom-made based on individual client specifications. Once production has started, orders cannot be canceled or refunded under any circumstances, in accordance with Article 57, Item 3 of the Bulgarian Consumer Protection Act.

We carefully package and hand over products to our logistics partners. Risk transfers to you upon handover to the courier or upon pickup.

Returns are only accepted in the following cases:

- The delivered products clearly deviate from the approved design, material, or dimensions;
- Visible transport damage is documented and reported within 48 hours of delivery.

Minor variations in color, texture, coating, or surface finish due to material characteristics or industrial processes are considered normal and are not classified as defects.

Any issues must be reported promptly to allow us to review and, if applicable, repair, replace, or compensate within reasonable limits.

6. File & Design Responsibility

If you provide your own design files, you are responsible for:

- Ensuring files are technically suitable for laser cutting;
- Ensuring the design complies with safety, structural, and legal requirements;
- Ensuring you own or have rights to use any included artwork, logos, or patterns.

We may suggest adjustments for production feasibility but are not liable for functional or aesthetic issues arising from client instructions or approved constraints.

7. Service Limitations

While we aim to meet agreed timelines and quality standards, you acknowledge that:

- Lead times depend on project complexity, material availability, and current workload;
- Delays may occur due to suppliers, logistics partners, or force majeure events;
- We are not responsible for incorrect installation, unsuitable fixing methods, or environmental conditions beyond our control.

Our services are provided to end customers, contractors, and partners; reselling our services as your own without our prior written consent is not permitted.

8. Intellectual Property

All catalog patterns, marketing materials, brand elements, and website content are the intellectual property of "Меджик Лейзър" ООД or its licensors. You may not copy, reproduce, or distribute them without prior written consent.

Custom designs developed exclusively for you may be subject to separate agreements regarding ownership and usage rights.

9. Limitation of Liability

To the maximum extent permitted by law, MagicLaser / "Меджик Лейзър" ООД shall not be liable for:

- Any indirect, incidental, special, or consequential damages;
- Loss of profits, contracts, or opportunities related to project delays or defects;

- Damages resulting from incorrect installation, misuse, or lack of maintenance.

Our total liability for any claim related to our services shall not exceed the total amount paid by you for the specific order giving rise to the claim.

10. Modifications to Terms

We reserve the right to update or modify these Terms at any time. Changes become effective upon publication on this page. Your continued use of our website or services after any update constitutes acceptance of the revised Terms.

11. Governing Law & Jurisdiction

These Terms are governed by the laws of the Republic of Bulgaria and applicable European Union regulations. Any disputes shall be subject to the exclusive jurisdiction of the competent courts in Ruse, Bulgaria.

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