

Protech Metal Finishing, LLC

120 Tellico Port Road

Vonore, TN 37885

Phone 423-884-2000 Fax 423-884-2002

www.protechfinishing.com

TERMS AND CONDITIONS OF SALE

Protech Metal Finishing wishes to remind you of the following established practices of the metal finishing industry in processing your materials: It is generally recognized that even after employing all the science known to us and with years of training, there still remain hazards in the electroplating and metal finishing fields. As a consequence, in order to avoid misunderstandings, we have set forth the following terms and conditions under which your materials will be accepted by us for processing:

1. Whenever we are given material with detailed instructions as to treatment, our responsibility shall end with the carrying out of those instructions. Type of material, tolerances and specifications for processing shall be declared in writing prior to our processing.
2. Our liability for any cause is limited to the cost of direct labor and material of the product directly damaged by our processing, or our processing charges on such material, whichever is the lesser. Charges for our services are based on this Policy limiting our liability. *(This includes but is not limited to scrappage and loss for any reason that results in shipped quantity discrepancies.)*
3. Liability greater than that outlined in paragraph #2 above will be assumed by us only when so agreed in writing by us. In such event, a higher charge may be made for our services.
4. Parts, materials, etc. as processed by us shall be presumed to be accepted as satisfactory by you if WE are not notified of damages, shortages or other discrepancies within 10 working days of your receipt of the same. Rejected parts must be returned to us for rework. Further processing or assembly of rejected parts, materials, etc., by you or any other party shall constitute a waiver of any liability on our part.
5. Where operations or processes performed by us are in the nature of "salvaging" *(includes but not limited to: stripping coatings/plating or other rework not originated by us)* parts or material, the work is accepted on a "best effort" basis and no liability shall attach to us unless previously agreed upon in writing prior to processing the job.

6. In the event that results of metal finishing operations are unsatisfactory due to metal imperfections, changes in grade or composition of materials, manufacturing and/or fabrication imperfections, usages for which the plating or other finishing operation was not reasonably designed, and similar variables over which we have no control, the customer will be required to pay the contracted amount for the finishing operation performed.

EXPEDITE POLICY

Expedite lead-times will be approximately one half "standard" lead-time. (If Standard lead-time is 10 days, then Expedited lead-time is 5 days) Parts will not be expedited if it is not clearly stated "EXPEDITE" on the purchase order. Expedite charges will be assessed based on the number of processes. Expedited lead-times are based on our normal workdays which are Monday through Thursday. Weekend expedite charges will be assessed on a case by case basis. Weekend work must be requested by the Wednesday prior to the requested weekend.

LEAD-TIME POLICY

Lead-time is the amount of time estimated to process parts in the shop, which will begin when the parts are released to the floor. This could be delayed due to the lack of required information on a given purchase order, such as material type, hardness or defined masking instructions. Parts received in the shipping department, in the afternoon, will be released to the floor the following morning. Parts received in the morning will be released to the floor that afternoon.

RETURN POLICY

Instructions for returning parts:

Call our Quality Manager or Production Manager at 423-884-2000 giving details. Protech will issue a Return Authorization (RA) number if appropriate. Customer is to include RA # with all returned parts.

NEW CUSTOMER REQUIREMENTS:

Please complete a credit application with credit references and supply a copy of your tax exempt certificate if applicable. A credit limit will be set based on the information submitted.

The first order will be pre-paid or C.O.D., unless arrangements are made in advance. A purchase order or signed drop off form must accompany each order.

We are sure you will agree with us that the above terms and conditions are realistic and reasonable, and that acceptance of the material for processing subject to such terms and conditions will permit us to continue to provide quality metal finishing at an economical price.