

Electroseal Inline Coatings Pty Ltd



Incorporating | Electro Seal | Inline Coatings |

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TERMS & CONDITIONS:

Perimeter and Rates

- The minimum perimeter is 100mm
- Powder Coating rates are based on the *Anodised Perimeters (A.P.)*

Product

1. Product received for coating to be bundled in order & by product lots in the quantities as indicated on the customer purchase order and Electroseal order confirmation documents.
2. Product to be strapped on a timber base or in a metal stillage. Electroseal will not be responsible for any damage caused by incorrect or insufficient packaging and reserve the right to refuse unloading or unpacking based on OH&S reasons
3. Electroseal cannot provide a repair or product preparation service on customer product prior to powder coating. Mill finish, stainless steel and galvanized product are to be supplied ready for powder coating and free of
 - a. Oxidation
 - b. tape residue
 - c. marker pen
 - d. grease and oil
 - e. swarf

Product that contains any of the above or in the opinion of Electroseal has contaminants that will render powder coating ineffective will not be coated

4. Short supply product to be coated at a later date, will incur a minimum charge unless bundled in the agreed quantities with similar product of the same colour
5. Product found to be damaged when unpacked will be put to one side and NOT powder coated unless prior arrangements have been made with the Production Manager. If the number of items found to be damaged become a significant portion of the total job, item 6 applies
6. If a significant portion of product in the job is damaged, the job will be rescheduled pending consultation with the customer unless prior arrangements have been made with the Production Manager
7. Product not received within 24hrs of the scheduled coating date will be rescheduled unless prior arrangements with the Production Manager are made.



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TERMS & CONDITIONS – CONT'D

Ordering / Pre-Scheduling

- Electroseal Customer Service is to be contacted for pre-scheduling of work pending submission of order number, drawings etc
- Customer documentation not limited to but including purchase orders, revised orders, drawings, sketches or other documents pertaining to the order not received within 48hrs of the pre-scheduled job, will result in that job being re-scheduled unless prior arrangements have been made

Scheduling

1. Lead times are subject to prevailing workloads with the following used as a guideline:
 - a. Electroseal Satin Black 5 working days
 - b. Standard colour range 7 working days
 - c. Non standard or specials On Application
 - d. Warranty work On Application
2. Electroseal will always try to accommodate customer requests for delivery but there will be times when we are unable to do so
3. The Electroseal Production Manager is to be contacted for any changes to scheduled orders
4. Changes to confirmed scheduled orders cannot be made within 24 hours of the scheduled date unless that order is to be cancelled or rescheduled to a later date in line with current lead times and prevailing workloads.

Storage of Finished Goods

Electroseal cannot store the customers finished product indefinitely. Product that has been powder coated and packed ready for pick up by the customer is to be effected within 3 working days from the day of notification that the goods are ready.

Electroseal will not be responsible for damage to the powder coating surface or finished product on goods left at Electroseal past the three (3) days as stated above

Communication and Consultation

Electroseal Inline Coatings Pty Ltd will always strive to accommodate requests from customers where possible. It is our aim to provide a professional service at all times and ask our customers to remember that we are a powder coating company that provides a value added service to your products.

We are not specialists in your product and therefore cannot decide if your product is fit for purpose nor can we fulfill the role of logistics control to ensure the right type of product or quantities have been delivered to us.

If unsure, please ask.

