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## **POWDER COATING & CUSTOM FINISHES POLICY**

Please read the following carefully to ensure that you fully understand Alpine SnowGuards' *Powder Coating & Custom Finishes Policy* and process.

### **Powder Coating, Painting, Anodizing & Passivation**

These services are offered solely as a customer service to meet project specifications.

### **Quotes**

Quotes are available upon request. *Tiger Drylac RAL Colors* color charts can be provided for Powder Coating selection. Due to color variations, the colors displayed on the chart may not be an exact match. The customer is responsible for indicating the standard RAL number (149/49 series) on the sales quote when signing and returning it to Alpine SnowGuards. Alpine SnowGuards WILL NOT choose a color for you under any circumstances. Anodized (clear or black) & Passivated product may have color variation within the lot.

Quotes are good for 7 days from the date of the quote.

### **Minimum Quote**

The *minimum* charge to the customer will be \$250.00.

### **Assembly**

Some product will be shipped unassembled. It is the responsibility of the customer to assemble these snow guards after receipt of the product.

### **Scheduling**

Delivery times can be estimated on a project-specific basis but will not be guaranteed. Lead times are totally dependent upon the availability of the color and/or finish process you have chosen.

### **Payment**

Alpine SnowGuards may require a 50% non-refundable deposit prior to processing orders. The deposit will be credited towards the final invoice amount.

### **Damaged or Missing Materials and Returns**

All products must be inspected at time of delivery. Any missing or damaged pieces must be reported immediately to Alpine SnowGuards. Alpine SnowGuards WILL NOT take responsibility for any such problems if not reported within 24 hours of delivery. Alpine SnowGuards WILL NOT accept returns on these products for any reason as such orders are custom orders.