## ORDER INFORMATION REQUIREMENTS

When placing orders with us please make sure the following information is included on your order:

1. Order number, orders should be sent on a purchase order or headed paper if a purchase order is not available.
2. End customer or project reference and any in-house reference numbers.
3. Colour, gloss level and RAL/BS number, product code and powder supplier if you have a preference or Anodising code and colour.
4. Class of powder ie; Class I or Class II.
5. Pre-treatment required ie; Chromate, Pre-anodised or Chrome-free.
6. Material condition ie: mill, painted or anodised.
7. Anodising – orders for anodising should also include the alloy specification.
8. Taping if required.
9. Polyamide orders must state the individual half parts and the finished section, if the order is for dual colour each half part must state the colour of that component. Orders should be sent in one order format.
10. Section, length and quantity.
11. Packing requirements – if different from standard
12. Delivery address.
13. Date required – if different from standard.
14. Drawings should be provided for any new sections, indicating the visible surfaces, if they have not been quoted for previously. Please see attached marking up procedure.
15. Marine Guarantee – the information relating to the marine guarantee (paint class, colour, minimum film thickness, product code and pre-treatment specification) must appear on the order. **A guarantee number alone is not sufficient, whilst we do check the guarantee requirements if the information does not appear on the order and is inadvertently missed by us we will not accept any claims relating to such. It is the responsibility of the customer to provide all the information required**.

Issue 1  10.01.21
Raised by K Grubb
Approved by M C Panam