

# **Mastercote UK Ltd**

## **Terms and Conditions for Specified Service**

### **1) Interpretation**

The words and phrases used in this document are given the same meaning as the words and phrases used in the Terms and Conditions for the Supply of Services.

### **2) Quotation Request**

- 2.1 A written quote request should include the following details:
- a) Customer name and contact details;
  - b) general description of the project;
  - c) quantity, sizes and weights;
  - d) type of material involved;
  - e) type of pre-treatment/preparation required;
  - f) drawings – engineering or designer sketches are extremely useful
  - g) any requirements for masking, bunging or over-coating;
  - h) colour and gloss level required;
  - i) type of environment (internal, external, marine etc);
  - j) packaging requirements;
  - k) transport requirements; and

### **3) Quotation Acceptance**

- 3.1 Quotations are sent to the Customer via email.

Once the Customer has received their quotation it is their responsibility to check that details are correct. Any discrepancies should be communicated in writing to Mastercote UK LTD as soon as possible, and any orders that are different from the quotation may incur a surcharge.

- 3.2 A quotation shall remain open for a minimum period of 20 Business Days up until a maximum of 40 Business Days.

- 3.3 A written purchase Order shall constitute acceptance of a quotation. The purchase Order must include the Mastercote UK Ltd quotation reference.

### **4) Terms and Conditions**

- 4.1 Mastercote UK LTD's Terms & Conditions (Conditions of Business) and Terms and Conditions for a Specified Service shall be sent to all new and prospective Customers via email. These documents shall accompany the quotations and reference shall be made to them within the email and on the quotation itself.
- 4.2 New and prospective Customers shall be required to acknowledge and accept the Terms and Conditions prior to any order being accepted by Mastercote UK Ltd.

### **5) Receipt of Material Fit For Processing**

- 5.1 The Customer is responsible for ensuring that material is fit for finishing.
- 5.2 It is for the designer and fabricator to familiarise themselves with appropriate and inappropriate methods of fabricating components suitable for finishing.
- 5.3 It is not Mastercote UK LTD's responsibility to approve or reject the quality of design and fabrication for its suitability for finishing. Mastercote UK LTD will endeavour to bring to the Customer's attention any design or fabrication concerns prior to processing but does not accept responsibility for anticipating future failings in the coating brought about by design or fabrication issues.
- 5.4 In order to hang items, we must have suitable holes of a minimum of 4mm diameter for light aluminium profiles up to a maximum of 10mm diameter for heavier steel items. It is the Customer's responsibility to allow for these holes in the design and fabrication stage, and for them to drill them prior to sending to Mastercote UK LTD. In the event that there are no holes we will contact you for authority to drill them ourselves for a charge. If we are unable to reach you for confirmation, then the order will be placed on hold.
- 5.5 Marked-up drawings should be supplied indicating any coating requirements. For example, aluminium profile used for window and door manufacturing should be provided, that clearly shows all primary, secondary and unseen surfaces. If the Customer gives no such indication of these significant surfaces, then such surfaces will be selected by Mastercote UK LTD in its absolute discretion and Mastercote UK LTD shall not be subject to any liability whatsoever by reason of surfaces being coated in a manner other than that desired by the Customer.
- 5.6 Materials should be sent to Mastercote UK LTD with the following in mind:
- a) Welds must be smooth and fully sealed. Gaps in welds cannot be coated and will allow moisture ingress which will lead to corrosion.
  - b) Sharp edges do not coat well and will result in a thin coverage which will eventually lead to corrosion. Edges of steel should always be chamfered or, if possible, rounded.
  - c) Sharp folds also do not coat well and will result in a thin coverage which could lead to corrosion.

- d) Burrs caused by cutting, in particular laser cutting, must be removed before we receive the material. Burrs will protrude through coatings and their peaks will shield areas of the substrate from receiving coating. This will lead to corrosion issues.
- e) Please make us aware of any laser cutting processes taking place prior to sending us an order.
- f) Items that are bolted together must be separated to ensure that all areas of the steel can be treated and coated.
- g) We do not carry out fabrication repairs of any sort.
- h) Pitting from heavy corrosion, weld splatter, grind marks and other aesthetic issues will often show through coatings.
- i) Painted goods that appear to be structurally sound may appear different once we have removed the coating. We cannot take responsibility for any cracking or holes that may appear in steel work after we have blasted it clean.
- j) Resin fillers should not be used as many cause problems at high temperatures.
- k) Any silicone-based products must not be used on materials prior to sending to Mastercote UK LTD. In the event that they are, the Customer must remove before we receive. Silicone will contaminate our oven which can impact a large amount of work processed on that day, not to mention resulting in the need to recoat the affected items. Any costs incurred from this type of incident shall be passed on to the Customer supplying the contaminated goods.
- l) Protective film should be removed from aluminium prior to welding, cutting, or grinding as it will melt into the scratches.
- m) Care must be taken to ensure that aluminium profiles are stored in cool, dry conditions and that adequate space exists between the profiles to stop any moisture becoming trapped on the surfaces which can lead to corrosion.

#### 5.7 Galvanised Steel

- a) Unless specified in our quotation, Mastercote UK LTD will not fettle the galvanising prior to coating.
- b) Every effort should be made to send material to us within 48 hours of galvanising.
- c) Galvanised products should be wrapped to prevent contact with pollutants.
- d) Galvanising is often uneven and trapped gasses within in the zinc will escape during the powder coating process which will result in pin holing (outgassing). Whilst we take every measure available to us to prevent this, including the use of anti-gassing coatings, this issue is very often unavoidable and should be taken into consideration at the design stage.
- e) Galvanised steel must not be received in a quenched (passivated) state.

5.8 Mastercote UK LTD cannot take responsibility for damage caused to an item that was described as one thing and then found to be another. For example, a mild steel will stand up very well to the high temperatures of our pyrolysis oven (used to burn off existing paint) but cast aluminium will melt. It is not the responsibility of Mastercote UK Ltd to test for and ascertain the chemical makeup of metals and we are reliant upon the Customer for a reliable description of the materials they have supplied.

### 6) Packing

- 6.1 The Customer must specify any packaging requirements in their order, otherwise Mastercote UK LTD will choose a standard form of packaging, ordinarily accepted within the coatings industry, at its own discretion.
- 6.2 Mastercote UK LTD shall choose packaging methods suitable for the pre-confirmed transport arrangements, or to replicate the packaging method used when the order was received by Mastercote UK LTD. For example, an order that arrives on a pallet shall normally be packaged for return by pallet. Should the Customer change transport methods after the completion of the order, any re-packaging of the order by Mastercote UK LTD shall be subject to an additional discretionary charge.
- 6.3 Mastercote UK LTD shall endeavor to utilise eco-friendly packaging methods wherever possible.
- 6.4 Every care is taken to protect faces and edges of coated materials at all times.
- 6.5 Stillages and crates used for packing Customer material that were not supplied by said Customer remain the property of Mastercote UK LTD and must be returned at the earliest opportunity or else a charge shall be added to the Customer's account.

### 7) Overcoating (Re-processing)

- 7.1 Mastercote UK LTD shall not be liable in respect of coating failure on any goods (whether aluminium, steel, plastic or UPVC) where Mastercote UK LTD is requested to overcoat or re-process goods to which any previous chemical pretreatment, plating, galvanic coating, anodic coating, organic paint or powder coating has been applied by any person other than Mastercote UK LTD or where the previous coating has been removed or stripped by chemical or mechanical methods by any person other than Mastercote UK LTD.
- 7.2 A disclaimer form for all overcoating shall be signed by the Customer prior to commencement of work.

### 8) Outgassing

- 8.1 Heavily corroded items, poor castings and where corrosion has eaten into material will inevitably lead to outgassing which shows itself as bubbles and or craters in the coating surface.
- 8.2 Wet painting such materials is the surest way of avoiding outgassing.

### 9) General

- 9.1 Mastercote UK LTD shall not be liable for any defect in the Finished Customer Materials that arises as a result of Substandard Customer Materials supplied to Mastercote UK LTD by the Customer, and/or as a result of the Customer's failure to comply with these Terms and Conditions for a Specified Service.

9.2 These Terms and Conditions for a Specified Service should be read in conjunction with the Terms and Conditions for the Supply of Services.