

The terms and conditions contained within this document, along with specific items stated on an individual order acknowledgment, would be the terms by which a sale is made. Any terms contrary to these will not be binding to either party unless formally negotiated and mutually agreed upon.

• **1. Receiving Information**

Lorin receives material Monday through Friday, 7:00 am to 3:00 pm. (Appointments are not required but preferred.)

Delivery carrier type to be rear unloads only.

Lorin's maximum coil handling capability is 15,000 lbs.

Coils are to be packed on skid eye vertical and should not have any splices, tape, rivets or otherwise.

Documents to be included with the material are the:

1. Packing slip
2. Bill of Lading
3. MSDS document in accordance with Federal and State laws

These documents should include the following information:

1. Customer name
2. Purchase order number
3. Alloy, temper and finish
4. Gauge and width
5. Mill source, location and purchase order number  
 (If mill source is not given, Lorin will not be responsible for anodize finish quality.)

• **2. Sample Attachment, Pre-inspection**

If requesting lab analysis for pre-inspection, the aluminum manufacturer is required to attach a 2-foot by full width sample representative of the lot against each coil received for pre-inspection. (Charges will be assessed for this process.)

Lorin's Receiving Clerk visually inspects received coils for freight damage.

Conforming material is released for processing.

Nonconforming material is rejected in accordance with Lorin's Nonconforming Material Control procedure.

Any visible damage is noted on the Bill of Lading.

A picture of damage is taken and customer is notified immediately by Lorin's Customer Care Representative.

Customer is notified of hidden damage when the package is opened prior to processing.

• **3. Minimum Order Quantities (Based on 48" Width)**

<u>Metal Gauge (in.)</u>	<u>Minimum Order Quantity</u>	<u>Minimum Coil Size</u>
0.007	700 lbs	700 lbs
0.015	1,500 lbs	1,500 lbs
0.032	3,000 lbs	3,000 lbs
0.040	4,000 lbs	4,000 lbs
0.050	4,900 lbs	4,900 lbs
0.063	6,200 lbs	6,200 lbs
0.080	7,800 lbs	7,800 lbs

Please note that when processing small coils, allowable losses will be greater than for quoted production quantities.

• **4. Anodize Product Specifications**

*Note: Product characteristics are guaranteed for only one side of product - backside is NOT guaranteed*

1. Measurable Characteristics (Product Specification as defined by customer)
  - Film Thickness Test Method - ASTM B137 ..... Measurement of weight of coating
  - Seal Quality ..... Test Method - ASTM B136 ..... Measurement of stain resistance on the anodic coating
  - Seal Quality ..... Test Method - ASTM B680 ..... Measurement of loss of mass after immersion in acid
  - Color..... X-Rite Spectrophotometer..... Color measurement
2. Lorin Industries cannot guarantee flatness on coiled sheet if any of the following conditions exist:
  - a. Incoming width is greater than 50 inches
  - b. Temper is '0'
  - c. Temper is harder than 'H18'
  - d. Metal is embossed
  - e. Metal is not tension leveled

- **5. Visual Surface Characteristics**

Since interpretation of visual characteristics is subjective, it is recommended that the customer with appropriate samples define clarification for specific types of surface imperfections.

If the customer does not specify visual requirements, Lorin will provide standard quality inspection practices.

Lorin will not be held responsible for any mill defective conditions.

- **6. Process Inspection Control and Testing**

Production, Technical, and Quality Assurance are responsible for testing customer material in accordance with Lorin's standard sampling and test procedures to ensure the material meets customer requirements.

Additional customer specific requirements must be agreed upon prior to acceptance of order.

- A) **Material Rejection - Process Defects**

Lorin Customer Care Representative notifies customer of all material rejected or scrapped in excess of our physical allowances as a result of processing related defects. (Customer has option to red flag coils having defects within the body of the coil.) Credit will be issued as follows:

*Metal* - Customer original invoiced price. (Copy of the invoice may be requested to verify purchase price.)

*Anodize* - Lorin will not bill for anodizing.

- B) **Material Rejection - Mill Defects**

--*Anodize Quality Material*: Lorin will attempt to remove the mill defective material within 1,500 lineal feet per coil. Customer will be responsible for the processing costs for this portion. The balance will be rejected and a sample sent to the customer for evaluation and disposition. At the customer's request, a sample will be forwarded to the mill source. (Any additional samples requested will be subject to shipping/handling fees.) Customer must make disposition on rejected material within thirty days. After thirty days, Lorin has the right to return the rejected material to the customer, freight collect.

--*Non-Anodize Quality Material*: Unless specified by customer, non-anodize quality material will be a product of the process and will not be rejected for any mill defective conditions unless the mill condition is so severe that it would cause Lorin to stop the production process. In this case, mill rejects will be processed as described above for anodize quality material.

- C) **Material Rejection - Removing Mill Defects**

If a mill condition necessitates the use of extra secondary services to remove the defect and bring product into specification, customer will be responsible for customary charges for the additional services utilized as well as for the anodize costs of any metal lost in performing the additional secondary services. Lorin will communicate to the customer these additional costs prior to the use of the services.

- **7. Process Certification**

At customer's request, Lorin will certify anodize characteristics specified by the customer in accordance with our Certificate of Analysis procedure.

- **8. Trimming Policy**

**Trimmed Coils**: Lorin's standard operating procedure is to trim the outside diameter wraps. One or two wraps may become damaged during transit. (**NOTE**: Coiled material with a core is expected to have 2 to 3 wraps at the ID with cinch marks/dents from the rewind action and is the responsibility of the customer.)

**Untrimmed Coils**: Customer has the option to request untrimmed coils for additional process efficiencies whereby Lorin will not be responsible for outer (OD) wraps or inner (ID) wraps having process or supplier related defects less than the standard physical losses normally allowed.

- **9. Invoicing**

Lorin invoices the net weight (pounds) of material shipped plus incurred chemical losses (the weight lost during processing). (Note: square feet are not affected.)

If allowable losses are exceeded, scrap credit is issued for physical loss incurred and customer is reimbursed for the cost of metal. Contact your Sales Representative for percentage of allowable losses.

- **10. Payment Terms**

Standard terms are "Net 30 days".

Special arrangements must be made and special circumstances must exist to deviate from this policy.

- **11. Inventory Management**

a. Tolling metal (raw or anodized) held in inventory over 90 days at Lorin's facility will be subject to a monthly five cent a pound stocking fee.

b. Customer will be invoiced for anodized material not shipped within 30 days of processing.

c. Tolling metal will be returned to customer (at customer's expense) if not processed or shipped within 180 days of receipt.

• **12. Field Complaint and Returns Policy**

Process Defects: If a defective condition exists for more than 200 lineal feet, the material may be eligible for return.

Contact Lorin’s Customer Care immediately and provide the following information for each coil rejected.

- Lorin Order and Coil number
- Quantity rejected
- Explanation of discrepancy
- Sample illustrating defective condition

Mill Related Defects for Anodize Quality and Non-Anodize Quality: Any mill related defects must be addressed with the mill directly by the customer. Lorin will support the effort to substantiate a mill claim; however, the negotiation for liability is the responsibility of the customer.

Disposition: Lorin will provide disposition within ten working days unless a visit to the customer's facility is requested.

Disposition may involve scrapping material at customer's location. For this reason, unauthorized returns may result in freight liability to the customer. Material is *not* to be returned to Lorin without proper authorization.

Debits: All debits should be forwarded to Lorin’s Customer Care Representative referencing the complaint authorization number. Credit is issued upon receipt of the debit.

Credits: Credits for claims are issued at the end of each month.

• **13. Freight Damage (Includes Moisture/Water Damage)**

Freight Collect/FOB Muskegon

The customer is responsible for initiating any freight claims.

Claims must be made immediately upon receipt in order to identify who is responsible.

Prepaid Freight/FOB Destination

Lorin will make certain all precautions are taken to prevent damage in-transit.

Lorin will be responsible for handling all freight claims with the carrier.

Claims for freight or water damage must be made immediately upon receipt.

If any physical damage is found on the skids, packaging or the metal, when it arrives at the customer's dock, this should be noted on the receiving papers immediately and a photo taken of the damage. The customer should then contact Lorin's Customer Care Representative and enter a rejection so a freight claim can be initiated.

Note: Lorin will provide the "Aluminum Association's Guidelines for Minimizing Water Staining of Aluminum" upon request. Please contact your Sales Representative for a copy.

If the customer does not record and notify Lorin Customer Care of damage, the customer will be liable for all damage.

• **14. Communications**

Quoting, Metal Availability, .....Sales/Market Manager or Customer Care Representative

Order Entry, Order Status, Shipments, Field Complaints .....Customer Care Representative

Product Specification .....Quality Manager

Process Specification .....New Product Development

• **15. Glossary**

**ACID DISSOLUTION TEST (ADT):** A chemical analysis which attempts to dissolve the anodic coating using an acid solution, known surface area and a precise immersion time. The difference in coating weight loss is defined. This weight loss represents a quantitative measurement of the anodic coating dissolved and its relationship to seal quality. ASTM B680.

**ANODIZE QUALITY:** The term anodize quality (AQ) relates to the aluminum sheet purchased having a uniform surface appearance and free from base metal and anodize process defects (an aesthetic value). Anodize quality material must be purchased from a qualified mill source that adheres to strict manufacturing practices and guarantees the surface quality.

**COMMERCIAL TOLERANCES:** Product tolerances that have been developed by an accredited institution for consistency in quality within large product markets. Lorin Industries recognizes the Aluminum Association Standards and Tolerances.

**DYE STAIN TEST:** A chemical analysis which attempts to dissolve the anodic coating using a weak acid solution and a precise immersion time. A dye is then placed on the surface for a specific amount of time, washed then cleaned with pumice. An observation is made whether the dye was removed or not removed. This analysis relates to the effects of the anodized coating seal quality and its resistance to staining. ASTM B136.

**GLOSS:** Gloss is associated with the capacity of a surface to reflect light. Measurements of gloss correlate with the visual observations of surface matteness or shininess.

**X-RITE SPECTROPHOTOMETER:** An instrument used to measure color in L, a, and b values. This lab instrument is also used for developing product specifications.

**CHEMICAL LOSSES (STOCK REMOVAL):** The surface of the raw aluminum must be prepared for anodizing by removing the oils, contaminants, and free oxides. This is accomplished by a cleaning process using a standard etch or proprietary cleaner. When specific changes to the finished appearance are required we may use chemical brightening or heavy etching processes. All chemical treatments will remove metal from the surface and result in an actual weight loss. The metal removed reduces the base metal thickness without reducing the total square footage of the material.

**PHYSICAL TRIM LOSSES:** During continuous coil anodizing, we incur physical trim losses. Arbor wraps, coil joining, test samples and appearance uniformity dictate our removal of quantities of trim from both ends of the processed coil. We use prudent judgment in the amount of physical trim removed and make an allowance of the customer for this trim. Physical trim will reduce square footage and the number of parts that can be produced from the material.