



FREQUENTLY ASKED QUESTIONS

Contents

1. What does my pricing include?.....	2
2. Does my low price guarantee apply to all items?	2
3. Can I expect to be charged for additional services beyond what is provided in the final estimate?	2
4. What type of additional services could I expect that would not be identified in my final estimate?	2
5. Do you warranty hi-temperature coatings?.....	2
6. Do you warranty powder coating over chrome wheels?.....	3
7. Do you strip Chrome?	3
8. Is there a Chrome Powder?.....	3
9. How can Chrome be stripped?.....	3
10. Do you dismount, re-mount and balance tires and wheels?.....	3
11. Do you accept debit and credit card payments?	3
12. Do you accept checks for payment?	3
13. Are deposits required, and if so, how much do you require?	3
14. Why do you require a deposit?.....	3
15. How do you invoice for custom, non-stock powders?.....	4
16. What is my standard labor rate?	4
17. How think is powder coating?.....	4
18: Does Clear Powder Coat protect the base coat?	4
19: What colors are considered standard versus custom?.....	4
20: What are my warranty terms?.....	4

1. What does my pricing include?

Response: Services and Pricing is outlined in full on each estimate and invoice. My standard process and pricing include stripping the existing finish, media blasting, pretreatment of the substrate prior to powder coating, pre heating certain non-ferrous metals prior to coating to minimize out gassing, applying out gas formula primer for those same non-ferrous metals (when required), and powder coating.

2. Does my low price guarantee apply to all items?

Response: My pricing policy guarantees the customer will only be invoiced for the lower of My estimate or actual labor, which we track for all work orders. Exclusions would include unforeseen outcomes such as out gassing that would be discussed with the customer prior to proceeding with remaining refinishing services.

3. Can I expect to be charged for additional services beyond what is provided in the final estimate?

Response: The final estimate is provided to My customers after they receive the initial estimate and at the time the parts are delivered to us for refinishing. The final inspection is intended to identify any additional required work that may we may not be able to readily identify at the time we prepare my initial estimate. Any additional work that may be required will be identified in the final estimate. However, there may be instances where additional work cannot be identified at time of determining the final estimate and additional services may be required.

4. What type of additional services could I expect that would not be identified in my final estimate?

Response: One example would be a factory wheel that has a crack and can only be identified after the wheel is stripped and media blasted. Another example would be a wheel that outgassed even though the wheel was pre heated and out gas formula primer was applied to minimize out gassing. Under these types of situations, any apparent need for additional services would be discussed with the customer for their authorization prior to being performed.

5. Do you warranty hi-temperature coatings?

Response: We do not warranty Hi-Temperature coatings. Hi-Temperature coatings are typically used on exhaust or other parts that are subject to temperatures over 1000 degrees. The typical hi temperature parts we coat have been exhaust parts such as headers, intake manifolds, and exhaust manifolds. Due to the differences of how an engine may run too lean or too rich, we cannot guarantee the longevity of the hi temperature coating even though the powder manufacturers technical data sheet for that hi temperature coating may state it is effective up to 1700 degrees or higher.

6. Do you warranty powder coating over chrome wheels?

Response: We do not warranty coating over chrome. My policy is to warranty any work we do over bare metal. Coating over bare metal provides us with a more accurate guarantee of the integrity of the metal and that it is properly prepared prior to powder coating, thereby providing the customer and us peace of mind that the powder coating will provide the longevity and integrity it is intended to provide. All too often, chrome can exhibit moisture or corrosion between the chrome and the substrate.

7. Do you strip Chrome?

Response: No, we do not strip chrome. We recommend contacting Lebrandi's Plating located in Middletown, PA. Website and contact information is <http://www.carchrome.com/>

8. Is there a Chrome Powder?

Response: Yes there are, however they are not as reflective as real chrome. Chrome powders provide for a reflective finish along with a clear coat for UV protection. It is to be noted that clear coats over chrome powder coating will dull the chrome powder finish reflectiveness.

9. How can Chrome be stripped?

Response: The only effective way to strip chrome is with sulfuric acid.

10. Do you dismount, re-mount and balance tires and wheels?

Response: We do not provide these services. However, we can recommend a certified tire/wheel shop to have my tires/wheels dismounted, re-mounted and balanced.

11. Do you accept debit and credit card payments?

Response: We only accept credit/debit cards for deposits. All invoice amounts and final payments must be made in cash unless agreed to prior to any work being accepted for refinishing.

12. Do you accept checks for payment?

Response: We only accept checks for deposits. All invoice amounts and final payments must be made in cash unless agreed to prior to any work being accepted for refinishing.

13. Are deposits required, and if so, how much do you require?

Response: Yes, a 50% deposit is required for all orders; unless otherwise stated at time of preparing the final estimate. Also, 100% deposits are required for non-stock or custom order colors. All deposits must be made prior to any work being performed. Late deposit payments will delay work being started.

14. Why do you require a deposit?

Response: The deposit covers the cost of overhead (electric; water); pre treatment and cleaning products; equipment wear, tear and replacement parts); required materials (such as stocked powders; and a portion of My labor costs.

15. How do you invoice for custom, non-stock powders?

Response: Non-stocked powders that need to be special ordered are invoiced at 100% of the cost of the material plus shipping. As with My common stocked powders, we only invoice for actual costs with no material mark ups. We do not profit from the cost of any materials.

16. What is my standard labor rate?

Response: \$55.00 per hour.

17. How thick is powder coating?

Response: Each coating of powder coating is very dense and equivalent to 3 mils or 4-6 coats of aerosol.

18: Does Clear Powder Coat protect the base coat?

Response: Clear coats primarily serve to provide for UV protection. Clear coats do provide some barrier protection to the base coat, but with any coating, all coatings can be subject to damage commensurate with the substrates intended use and purpose.

19: What colors are considered standard versus custom?

Response: Custom colors are any color that is not included in standard stocked colors. We do not stock custom colors since there are so many variations and typical shelf lives are less than 12 months.

Standard colors stocked include: flat/matte/semi gloss/gloss black, flat and gloss white, silver polyester, silver metallic, and gun metal grey.

20: What are my warranty terms?

Response: My workmanship is accompanied by a Limited Lifetime Warranty for One-Year from date of delivery. Some exceptions apply (see below). My Warranty GUARANTEES the quality of my refinished items against defective workmanship operated under normal conditions. The warranty does not, however, cover damage caused by faulty installation, damage to parts due to abuse, misuse, accident, improper maintenance, mishandling, or any natural acts of God.

Warranty does not apply to hi-temperature coatings or my policy on coating chrome parts and wheels (refer to My disclaimer on My "Wheels" website page.

Applicability of warranty will be provided in writing on all "Final" estimates and invoices.