

Sublimation Variation Notice & Customer Agreement



SUBLIMATION VARIATION

Please note that the colors provided are for reference only. Customers are to read and acknowledge our color variation policy. This policy states that the Knotwood sublimated finishes are designed to mimic natural wood, and like real wood, color variations and unique characteristics can occur. Please reference page two of this terms and conditions document for acceptable examples of variations.

CUSTOMER AGREEMENT

By placing this order and/or paying for these items, I agree that I have checked all color and/or profiles, and that all quantities are correct. I understand this order will be manufactured to the details on this order and once accepted, changes cannot be made.

Please note that once any cuts or changes are made to the Knotwood item(s) in this order you have received, you formally take ownership and responsibility for the item(s). No refund or exchange will be offered if any changes to the length or condition of the item(s) are made. There will be no refunds for manufactured products or kit items.

Please do not finalize starting dates for installation until after the goods have been delivered and checked.

Full Terms and Conditions of Sale for Knotwood are available upon request.

CONTACT

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Peachtree Corners, GA 30092



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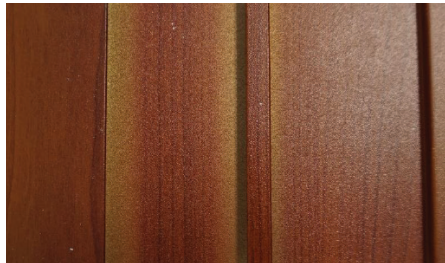
Acceptable Examples of Variations in Western Red Cedar:



Angle Internal:



Bottom of Cladding & Decking:



Film Crease:



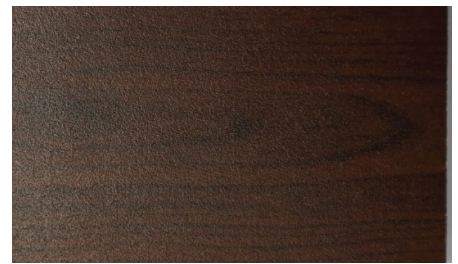
Film Seam Line:



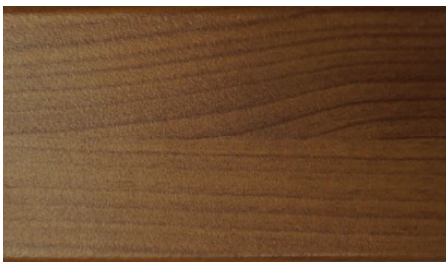
Hanging Hole:



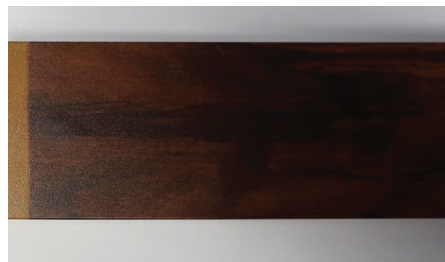
Image Distortion:



Pattern Variation:



Taped Ends:



Vacuumed Film Ends:



Return Goods Policy

OmniMax at its discretion may accept products of its manufacture for return and material credit subject to the following conditions:

1. No Returns on All Order (RETURN ORDER APPROVALS ARE LIMITED TO DAMAGE, PRODUCTION DEFECTS, AND/OR IMPROPER ORDER FULFILLMENT).
2. Receiving party on site to audit packing slip and/or BOL before unpacking.
3. BE ADVISED: customer has 5 business days upon receiving to audit materials, document, record and report any necessary claims due to damage, production defects and/or improper order fulfillment.
4. Formal RMA Approval Number (Return Materials Authorization) required from OmniMax.
5. RMA Request must be filled out at www.tfaforms.com/4855329 and must include the following information:
 - *Delivery / Pick Up Dates*
 - *Part Number(s)*
 - *Product Description*
 - *Quantities*
 - *Sales Order*
 - *Invoice Number*
 - *Reason for Return Request / Proof of Damage*
6. Material must be returned within 20 days following a receipt of an RMA number and/or three (3) failed attempts to recover delivered product, after which the RMA number will be canceled and no longer valid. Material purchased more than 30 days prior to the return request is not returnable.
7. Credit will be allowed for quantities verified as received by OmniMax in good condition and subject to OmniMax inspection.
8. NO CASH REFUNDS.

Maintenance

Aluminum has a natural beauty and luster. Its surface can be treated in various ways to produce different effects. While in the hands of the skilled architect it lends itself to some excellent variations, and contrasts with other materials. For this reason and because aluminum is so well-proven in service, it is now by far the most common material for exterior work such as windows, doors, curtain walls and shop fronts.

The surface finish of aluminum can be spoiled by improper care and the purpose of this note is to summarize the methods of maintaining aluminum after proper installation on site. Knotwood substantially enhances appearance and renders the surface more resistant to various forms of attack while also facilitating easier cleaning and maintenance.

Grime which causes deterioration cannot be prevented from settling on exposed surfaces. If cleaned regularly then the mildest methods of washing will produce satisfactory results.

There are many ways to clean aluminum, from using plain water to harsh abrasives. The type of cleaning that should be used is governed by the finish, degree of soiling, and the size, shape and location of the surface to be cleaned. Regular cleaning of the surface with the correct materials will ensure an everlasting product.

For Knotwood, the mildest method possible should be used. The following cleaning materials and procedures are listed in ascending order of harshness. The mildest treatment should be tried on a small area and if not satisfactory only then should the next item be examined.

- *Plain water*
- *Mild soap or detergent*
- *Solvent cleaning, e.g. kerosene, turpentine, white spirit*
- *Non-etching chemical cleaner*
- *Wax base polish cleaner*
- *Abrasive wax*
- *Abrasive cleaner*

After applying the cleaner, aluminum should be washed down thoroughly and dried with a clean cloth to prevent streaking. There should be no concentration of the cleaner at the bottom edges of the aluminum. If using proprietary cleaners, the maker's recommendation should be obtained and followed carefully.

If abrasives are used, then the appearance of the aluminum finish may be altered. If there is a grain in the finish then cleaning should always be with the grain.

Once the condition of the surface requires the use of abrasive or etching materials it is advisable to consult cleaning specialists or Knotwood's Technical Service Department.

Installation Pre-Check

NOTE: These instructions are prepared for persons experienced in the field of aluminum, construction and railing installation and assume a foundational working knowledge of the tools and application process. It is highly recommended that Knotwood be installed by an experienced professional.

IMPORTANT! Before starting the install:

- Check the delivery is complete and everything has arrived in good condition.
- Inspect product prior to application. Knotwood is not responsible for the installation of blemished or damaged product.
- Plan your install for best yield and finished appearance.
- On wood finishes, understand the repeating pattern to ensure a satisfactory overall appearance.
- Use appropriate PPE (personal protection equipment). Cutting metal on a compound mitre saw increases risk of eye injury, **USE EYE PROTECTION.**

How is Knotwood cut and what tools will I need?

A compound miter saw and/or a small table saw with a blade for non-ferrous materials must be used. Blade examples are:

- Diablo D1080N – 10" 80T non-ferrous metal cutting blade
- Diablo D1296L – 12" 96T non-ferrous metal cutting blade

An appropriate hole saw up to 4" diameters and a jig saw for larger holes will be required. Protect surface prior to cutting holes.

Cutting Tips

Knotwood is a finished material, complete upon install. A proper amount of care, as with any prefinished product, will result in a premium quality installation and a lifetime of maintenance free enjoyment.

All Knotwood profiles are produced a minimum of 1" longer than the spec'd length, specifically allowing the trimming of ends on woodgrain color installations. Always cut off taped ends.

We recommend taping the face of the trim saw surface as well as the table saw surface to prevent marring and scratches. Cut face up whenever possible.

Expansion/Contraction

The expansion coefficient for aluminum will create movement in length of 1/4" (5.6mm) on a piece of aluminum when exposed to a temperature change of 86 degrees F (30 C). For example, if a full length 18' (5.8m) of Knotwood is installed at 46 degrees F (8 C) and the temperature increases to 100 degrees F (38 C) each end will have moved 1/8" or just under 3mm. If the temperature drops 100 degrees F (38 C) the piece will "shrink" by this same amount.

Handling and Storage

Aluminum can, with very little care, be kept in good condition. It has a high natural resistance to the corrosive conditions normally encountered during transport and storage. The principal conditions against which it is necessary to guard are those likely to cause surface abrasion and water stains.

Every effort is made at Knotwood to pack aluminum extrusions in a way which avoids surface deterioration during transport. The method of packing minimizes damage due to flexing and twisting, while paper and spiral plastic wrapping protects ultimately visible surfaces. The method used has proved highly successful for many years. Nevertheless, it is advisable to inspect all loads as soon as possible after arrival to ensure that damage has not in fact been caused by excessively severe conditions during transport.

When transport marks are present, they take the form of scratches or general abrasion, or a condition resembling black cinders embedded in the metal. The latter results from mechanical abrasion followed by oxidation of the abraded areas. The main disadvantage of such a damaged surface is its unsightliness and its effects upon the overall appearance upon completion. It is not important if the damaged face is ultimately not visible. Surface damage does not affect mechanical properties.

Water stains are non-metallic in appearance and while usually whitish, may appear iridescent, depending on the alloy or degree of oxidation. They are caused by entrapment of water between adjacent surfaces of closely stacked metal. The purer aluminum alloys are more resistant to water stain, while the condition seems most pronounced on those alloys having a high magnesium content. Water stain is superficial and mechanical properties of the metal are not affected. Should a shipment of Knotwood aluminum arrive in a wet condition, it should be immediately thoroughly dried before storing.

Drying may be by evaporation in air or by means of dry air currents. Very wet metal should first be wiped down. When a metal is dried as above within a short period of it becoming wet, no stain will result. If there is a slight stain and the metal is dried, the stain will not develop further.

By signing below I certify that I have read and acknowledged all of the terms and conditions presented in this document.

SIGNATURE

DATE