

Independent Surface Finishing Service Customer Instruction & Acknowledgement

Introduction

Prototype Projects Ltd specialises in the manufacture of precision components but does not undertake anodising, plating or other chemical surface finishing processes in-house.

Where requested by the Customer, Prototype Projects Ltd is pleased to coordinate these services through an independent specialist surface finishing company as a convenience to the Customer.

Our role is to arrange and manage the logistics and administration of the service, including, where requested, collection, delivery and communication with the specialist processor.

Customer Acknowledgement

By requesting Prototype Projects Ltd to arrange independent surface finishing, the Customer acknowledges and accepts that:

- Prototype Projects Ltd is not the provider of the surface finishing process.
- The surface finishing process will be carried out by an independent specialist processor selected to undertake the requested treatment.
- Prototype Projects Ltd is acting solely as the coordinator of the service on the Customer's behalf.
- Prototype Projects Ltd has no control over the specialist processor's equipment, chemicals, manufacturing methods, process controls or quality management systems.
- Specialist surface finishing processes are subject to inherent technical and cosmetic variation, including but not limited to colour variation, contact marks, changes in sheen, surface texture and other process-related characteristics.
- Prototype Projects Ltd cannot warrant or guarantee the outcome, appearance or performance of any third-party surface finishing process.

Should an Issue Arise

If any concern arises relating to the surface finishing process, Prototype Projects Ltd will use reasonable endeavours to assist by:

- Liaising directly with the specialist processor.
- Coordinating communication between all parties.
- Assisting in the investigation of the issue.

- Supporting the Customer in seeking an appropriate resolution with the specialist processor.

Whilst Prototype Projects Ltd will assist throughout this process, the Customer acknowledges that the specialist processor remains responsible for carrying out the surface finishing operation and for the quality of that process.

Customer Instruction

By instructing Prototype Projects Ltd to arrange independent surface finishing, the Customer confirms that they have read and understood this document and authorise Prototype Projects Ltd to coordinate the requested surface finishing service on their behalf.

Customer Confirmation

Company	
Name	
Position	
Signature	
Date	