

MALONEY TECHNICAL PRODUCTS

Customer Supplied Material Policy

Warranty:

Maloney Technical Products standard warranty is defined in our Terms and Conditions. A copy of this document is available for download on our website at www.maloneytech.com.

Customer Supplied Tooling

Maloney Technical Products will accept Customer Furnished Tooling under the following conditions:

Approval of the tooling is subject to a final inspection by the Manufacturing and Technical personnel. This inspection may result in:

- 1) Rejection of the Tool – This will be the decision if the tool is judged unsafe for use, or of a design which does not allow it to be used with available manufacturing equipment.
- 2) Acceptable for Use with Modifications – This will be the decision if the tool requires minor changes such as lifting or attachment points to allow it to be handled with available equipment. The customer (owner) of the tool will be notified of the changes required and the cost, if any, associated with the modifications. No modifications will be made without approval by the customer.
- 3) Acceptable for Use – This is a decision based solely on the mechanical suitability of the tool. It does not guarantee that a part manufactured from the tool will meet dimensional or other customer requirements. Any samples and cost incurred in the manufacture of samples to approve the tool are at the expense of the customer, as will be any modifications to cavity dimensions required to meet specifications. No cavity modifications will be made without approval of the customer.
- 4) Maloney Technical Products assumes responsibility for storing and handling any customer supplied tool while held in our manufacturing facility. This responsibility is limited to the repair costs to the tool of any damage which may occur and does not include damage due to normal wear and tear.
- 5) In the event that cavity wear or a change in customer specifications causes the part to exceed specification tolerances, Maloney will notify the customer of the problems and cease production until the problem is resolved or a waiver issued by the customer.

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Customer Supplied Inserts

- 1) Maloney Technical Products will receive customer supplied materials in the same manner that we receive purchased materials for use in our manufacturing operations. To the extent possible, counts and condition will be confirmed at the time of receipt. Shipping damage to packaging will be documented and the customer notified in case a freight claim is necessary.
- 2) Customer materials will be stored in a suitable way to prevent damage or deterioration prior to use in the manufacturing operation.
- 3) Because rubber bonding operations involve heat and pressure, a certain amount of manufacturing scrap is part of the anticipated process. On products for which Maloney produces a turnkey product, these scrap costs are built in to the price structure. For customer supplied parts this is not the case, and Maloney generally expects the customer to accept a 3-5% loss of furnished material, depending on insert geometry. Robust inserts may have defective molding removed and be rebounded. Small or delicate materials will be scrapped, and returned to customer or disposed of as requested by the customer.