

SPECTRUM METAL FINISHING
CUSTOMER MATERIAL INSPECTION PROCESS

1. Upon receipt of material from all customers, Spectrum Metal Finishing ("SMF") is not responsible to inspect for quality on customers' material for any flaws in metal. This solely is the responsibility of the customer prior to the material being received into SMF.
2. Upon receipt, SMF will sign on the receiving bill of lading from the carrier of any questionable damages or concealed damages that may be present being the condition of the skids, pallets and bundles being received.
3. At this time if any question of damages, our customer service department is notified of this and at that point the customer will be called and informed of this discrepancy, and to find if we shall proceed with this particular process of the job for them.

Proceeding receipt of Material Process

- Identify any freight damages, boxes, bundles, pallets and skids.
- If any noticeable damages appear to any pieces of material note on the bill of lading.
- If any damages are visible: take a picture and email description along with the picture to customer followed by a verbal phone call to guide them through what SMF has found without inspection.
- Keep records of emails, pictures and phone conversation for further processing or holding of this order for the customer.
- Apply all information to this file/purchase order to follow through the receipt/scheduling process if permitted by customer.