

Sublimation Variation Notice + Customer Agreement

SUBLIMATION VARIATION

Parallel Architectural Products customers are required to review and provide acknowledgment of our color variation policy. This policy states that our sublimated finishes are manufactured to imitate real wood products, and because of that, our products will have unique variations and attributes just as wood does. This is to ensure that your Parallel aluminum products look as beautiful and authentic as a genuine woodgrain.

On page two of this document you will find visual examples of acceptable variations.

CUSTOMER AGREEMENT

By placing my order and/or paying for these items, I agree that I have examined all elements of my order including color and/or profiles, and that all details are correct. I acknowledge that my order will be manufactured and fulfilled in accordance with the details on my order. I understand that once my order is accepted by Parallel, changes cannot be made.

Please note that once any cuts or changes are made to the Parallel aluminum item(s) in this order you have received, you officially become responsible for the items. 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.

Please do not finalize the installation start date until after all parts of your order have been delivered and thoroughly inspected. Parallel's Full Terms and Conditions of Sale for are available upon request.

CONTACT US

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Acceptable examples of variations in Western Red Cedar:



**NOTE: Western Red Cedar is being used as an example, however all woodgrain finishes will show slight variation.*

Bottom of cladding:



Hanging hole:



Taped ends:



Vacuumed film ends up to 6" from end:



Material Return + Credit Policy

Parallel may accept products it has manufactured for return and material credit at its discretion, and contingent upon the following conditions and actions:

1. No returns on entire 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. **IMPORTANT:** 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 Parallel.
5. To submit your RMA Request please contact customerservice@parallelap.com and include the following information:
 - Delivery and/or 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 Parallel in good condition and subject to inspection by Parallel.
8. NO CASH REFUNDS.

Product Care + Maintenance

Aluminum is a structurally and aesthetically versatile material that can be used in a wide array of architectural applications. Its beauty and adaptability lends itself to use on facades, windows, doors and more. Not only is it beautiful, it is long-lasting, and easy to care for. Parallel manufactures our aluminum parts with integrity in the USA, and applies a state-of-the-art powder coat that further bolsters the products' ability to withstand everyday wear and tear, as well as harsh conditions. Please continue reading for more information on how to properly performance maintenance in order to get the most out of your Parallel aluminum.

The type and extent of cleaning that should be performed will depend upon the finish, the amount of dirt or grime, and the area that needs to be cleaned. Dirt and grime will cannot be prevented from accumulating on any exposed surfaces, but if cleaned regularly with a mild method you will find that your Parallel products will maintain their cleanliness.

There are many ways to clean aluminum, from using plain water to harsh abrasives. When cleaning your Parallel aluminum products, always try the mildest method possible. The following cleaning materials and procedures are listed in ascending order of harshness. The gentlest treatment (plain water) should be tried on a small area and if not satisfactory only then should you attempt to apply the next item on the list.

- *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*

Once you have cleaned the affected area(s) with the proper cleaner, rinse the aluminum surfaces and thoroughly dry them in order to avoid streaking. Always be sure to follow the directions given by the maker of any specific cleaning chemical you may choose to use.

If an abrasive cleaner or chemical is used, it is possible that the finish of the Parallel aluminum products could be altered. As a preventative measure, please be sure to always clean in the direction of any grain, if applicable.

If the condition of the surface does require the use of abrasive or etching materials it is recommended that you consult cleaning specialists or the Parallel Architectural Products team.

Installation Pre-Check

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

IMPORTANT! Before starting the install:

- Ensure that the delivery is complete and that all parts have arrived in good condition.
- Examine all products prior to use or installation. Parallel is not responsible for the installation of flawed or damaged product.
- Be sure to create an install plan that provides you with the best yield and achieves your aesthetic goals.
- With woodgrains, examine the finish to gain an understanding of any repeating patterns. This will help you ensure a satisfactory final appearance.
- Use appropriate PPE (personal protection equipment). Cutting metal on a compound miter saw increases risk of eye injury, USE EYE & EAR PROTECTION.

How are Parallel's aluminum products 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

Parallel's aluminum products are provided as a finished material, complete upon install. If cut and installed with care, your aluminum products should last many years and will maintain their beauty and integrity.

All Parallel 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 3/8" on a 20' piece of Parallel cladding when exposed to a temperature change of 100 degrees F.

Handling + Storage

Aluminum does not need much maintenance in order to stay in peak condition. It will not corrode, mar or warp in the ways that other materials often do when being transported or stored.

At Parallel, we make an effort to pack up all orders so that they are as protected as possible against the conditions that could potentially damage the products, such as abrasions or staining. We strategically wrap our products in paper and plastic wrapping to prevent any flexing, twisting, or outside contact with any visible surfaces. While we take great care in producing, packing and shipping our orders, we cannot control for all variables, thus it is important to inspect all orders as soon as possible after arrival to ensure that no damage has been caused by unpredictable or extreme transport conditions.

If any damage does occur to during transport, it typically presents as scratching or abrasions. From time to time, damage can present as a condition resembling black cinders embedded in the metal; this is caused by mechanical abrasion and oxidation of the worn areas. If this condition occurs, the only affect will be on the final appearance of your install; it does not affect the strength or other properties of the aluminum.

If water stains occur they usually present as whitish or can be iridescent. The level of staining depends on the alloy or degree of oxidation, and is often caused when water gets trapped between pieces of stacked aluminum parts. Water staining affects your Parallel products in appearance only. The mechanical properties of the metal are not affected. Should any water or moisture be present on your Parallel shipment upon arrival, it should be immediately thoroughly dried before storing to best preserve the appearance of the products. The products can be air dried, but if the material is extremely wet, it should first be wiped down. When your Parallel products are dried as mentioned above within a short period of it becoming wet, no stain should result. If there is slight staining prior to drying, the stain should not grow or become more pronounced once dried.

By signing below I confirm that I have read and acknowledged all of the terms and conditions put forth in this document.

SIGNATURE

DATE