California Chrome Wheel Inc.
Customer Instruction Sheet
- Custom Order Services Contract -

Shipping & Receiving:
29021 Avenue Sherman Unit 104
Valencia, CA 91355

Billing:
PO Box 802936
Santa Clarita, CA 91380-2936

Tel: (661) 294-0170
Fax: (661) 294-0104
www.calchrome.com

Please fill out this sheet to the best of your knowlege. This contract aids in communication between all parties, and ensures a smooth transaction.

Todays Date: _____ **Estimate Date:** _____

Name: **E-Mail Address:**

Address: **City:** **State:** **Zip:**

Cell Phone: **Home Phone:** **Have you attached an email correspondence?**

☐ Yes ☐ No

Wheel Construction Type: (This helps in determining quotation. Check all that apply.)

☐ Alloy ☐ Steel ☐ Composite ☐ 1 pcs ☐ 2 pcs (May require disassembly) ☐ 3 pcs (Requires disassembly) ☐ Bolted ☐ Welded ☐ Assembly Bolts ☐ Don't Know

What is the year, make and model of your vehicle?

What is the current finish on the wheels?

☐ Raw ☐ Painted ☐ Previously Chromed (You must call for special instructions.)

How many wheels are you shipping?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ Other (Please specify):_____

How are you shipping your wheels?

☐ UPS ☐ FedEx ☐ USPS ☐ Other: _____

Have you included any accessories? (tires, lug nuts, center caps, valve stems) **Please describe: ie, brand, size etc.**

Describe in detail any instructions regarding the work to be performed on your wheels. Please include the cost quotation for wheels, center caps, freight and any other services that apply, as well as the name of the California Chrome Wheel Inc sales person you have contacted.

Requested Finish: ☐ Chrome ☐ CalChrome Clear ☐ Black Chrome ☐ Fusion Coat ☐ Re-Chrome ☐ Other (Describe Below)

CCW Sales Person: _____

	Description of work to be performed		Price Quote
Describe work to be done on your wheels.			$
Describe work to be done on your caps.		Or Purchasing replacement caps? ☐ Yes (qty) _____ ☐ No	$
Describe any other services:			$

Due to the many service options available, shipping costs will be determined upon completion of work. All outbound shipments from CalChrome will ship via UPS, FedEx, OnTrac etc, NO freight collet available.

For additional information, please visit www.calchrome.com and click "shipping"

Quality / Variety: California Chrome Wheel Inc. uses the most current technology along with the strict attention to detail, making the highest quality finishes and products available today. This has made us the industry leader. Such finishes include Chrome (Electro Plating), Black Chrome, CalChrome Clear (PVD), Fusion Coating, Custom Polishing, and Custom Finishes. However, all work performed is custom (all finishes, repairs, special services). We are one of, if not, the best in our industry and have been for the past 25 years. If you have concerns our quality will not meet your expectations please contact us to discuss.

Re-Chrome Plating: Please note that re-chroming a wheel that has been previously chrome plated is a very special procedure. Unlike chrome plating a raw, as-cast, machined, polished, or painted wheel, an existing chrome plated wheel requires additional steps and extra care. Customer expectations may be unrealistic since the new chrome plating will show any imperfections in the base material such as pitting and/or corrosion. Any imperfection in the base material may not be visible until the old plating has been removed. Similar to the damage caused to wood by termites, some damage may not be visible from the outside. Aluminum and steel wheels are a softer material than the metals plated on them and corrosion will attack the softer metal first. Please review www.calchrome.com/ReChrome for complete rechrome details and expectations.

*Re-chrome work must be paid by check, money order, or wire transfer. No Exceptions.

Multi-Piece Plating: Please review www.calchrome.com/typesofwheel.php to determine what kind of multi-piece wheel you have. Once determined, please contact a sales associate for an explanation of what must be done for chrome plating as well as additional charges that may be incurred.

Pricing Adjustments: Due to the nature of telephone and/or email estimates, the actual processing costs may differ from original assessment. For example: There may be lateral run out (bend) that is not visible during inspection without spinning the wheels at speed. If the cost is higher, we will contact you with an exact figure based on our professional examination of the wheels/parts. It is our job as a professional in this field to determine all necessary repairs that need to be done. You as the customer ultimately make the decision on how much work is to be performed.

Packaging Surcharges: Wheels and/or parts that are packed with packing peanuts, foam, or other messy/non-protective methods will be assessed a $10 per package fee for the additional time and clean up required to open your packages. Packing peanuts do not protect your wheels. Using one of these packing materials may delay the opening and inspection of your parts. Please see www.calchrome.com/shipping_menu.php for complete details and packaging recommendations.

Return Shipping: California Chrome Wheel does not accept customer provided return labels and/or customer provided prepaid return shipping. Please arrange all shipping with your sales contact. All shipping quotes provided by CalChrome include the use of our custom oversized double walled 275# boxes, custom injection foam molds, and full insurance. We will not compromise the packing method to lower the shipping quote. We want you to receive the completed part in its best condition.

I have read and understand the information above and the terms, conditions, and warranty information on the calchrome.com website. I also agree that work is done on a "best effort basis" and this does not guarantee a perfect part. I authorize California Chrome Wheel Inc. to process my wheels and agree to submit payment in full via personal / company check or money order (except for freight charges) prior to any work being performed. Freight charges, which are to be determined later, can be paid by Credit Card / PayPal / COD. Please attach copy of all email correspondence.

Signature: _____ **Date:** _____

Please send the email correspondence estimating the pricing along with the sheet