

Verta, Inc. Shipping and Receiving

Receiving Material

- Please label all incoming material crates, pallets, or skids with the Verta Order ID and Purchase Order Number.
- Please use the Verta Package Label when possible.
- If there are multiple colors included, separate colors onto multiple skids and label with color name and code if possible.

Material Expectations

- Verta expects metal sent from customer to be in ready-to-finish form. We do not intentionally inspect customer material for flaws in metal or workmanship. It is the responsibility of the customer to control and approve manufacturing tolerance on their material.
- If visible and obvious damage is discovered upon receipt of material, the customer will be notified immediately.
- Verta will remove protective film within reason. If protective film is excessive and/or does not remove cleanly the customer will be notified and may be subject to additional costs.
- If visible damage or material flaws are discovered during the painting process, the project will be stopped, placed on hold and the customer will be immediately notified.
- Some manufacturing oils and grease do not come off in the pretreatment process. Excessive oil and grease should be wiped/cleaned from the parts prior to delivery.
- Oxidation / White Rust will not be removed in the pretreatment process. Material should come to Verta free from oxidation/white rust.
- Paint does not cover all material defects. A good rule of thumb is if you can feel the defect with your fingernail, paint will not cover or fill in the scratch.

Material Racking and Exposures

- Prior to processing material, drawings of parts indicating coverage areas and racking locations are required. This will allow Verta to process material and ensure proper coverage to the exposed areas. 100% coverage is not always achievable. All material processed requires some method of racking. Whenever possible, Verta will rack parts in holes or unexposed areas.
- Rack marks may be touched up upon request. However, due to the nature of the touch up process and the paint used for touch up, Verta does not guarantee the color and/or gloss will match the factory cured finish.

Packaging and Crating

- Unless otherwise noted, all customer received material will be re-packaged in customer supplied materials to the best of our ability.
- If packaging is deemed insufficient to protect the material and finish, the customer will be notified and may be subject to additional costs for packaging and crating materials.

Customer Pick Up

- Unless otherwise noted all projects are will-call. If delivery is required, please contact us to line up transportation.
- When picking up material please provide the driver with the Verta Order ID number. Verta will not load a truck without this number.
- If using a dedicated truck, please provide BOL noting Verta Order ID number
- If a separate pack list is required, please provide in advance so we may affix to the crates in a timely manner.