

Information Serving trays

General

Our products are hand-made, one tray or coaster at a time. It is a craft, and in addition to this we use wood which is an organic, living material. These factors determine the way in which we work and it effects our production in the following ways:

- an exact likeness can not always be achieved.
- a certain adjustment ($\pm 5\text{mm}$) of the pattern or motif is normal.
- to compensate for any seconds we always make a few additional pieces which means that the delivered number can differ from the ordered number. The factory standard is ± 10 per cent. With lower quantities the percentage can vary more.

Artwork

- If the originals are not ready to use a repro-cost will be added.
- Exact matches for pantone- and cmyk-colours are not achievable as changes will occur in the printing process and due to the use of paper and varnish. Colour samples will be sent to the client, as agreed, before production commences.
- If the artwork is to be offset printed, the full amount of the print is ordered, after which we send a sample for approval prior to production. Should the client choose to make alterations in the offset print, the print will have to be re-made and an additional printing charge will be incurred.
- The colours will not be the same in digital and offset prints.

Trays

- Our trays are made of birch veneer.
- Our trays have a melamine based surface which is heat and alcohol resistant.
- The trays are washable in restaurant washers up to 95 degrees Celsius, if we deliver the prints. The trays have not been tested for the use of domestic washing machines.
- Both paper and fabric can be applied to the products.

The reverse

- Should you wish to, you can add text or a logo to the reverse.
- The reverse of each tray will state that the product has been developed together with Formpress. This text can be adjusted according to the wishes of the client.

Orders and delivery

- Your order must always state the following: company name, contact person, invoice and delivery address, telephone number, quantity ordered and the size, name and price of the product
- Delivery is usually made about three weeks after approval of original, proof and possible samples.
- Unless otherwise agreed the product will be delivered using Formpress' chosen carrier.
- Any damages that may occur while the product is transported must be reported by the client directly to the carrier company that made the delivery.