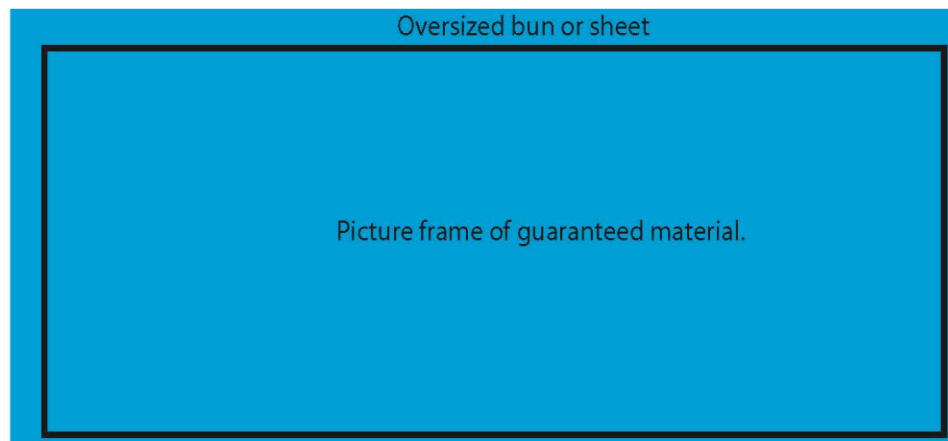


Product Appearance Guidelines

PURPOSE: This document establishes tolerances for surface imperfections for employees inspecting outgoing products and customers to inspect the incoming products. The intent of these tolerances is to establish realistic expectations of product appearance.

NOTE: Any blemish or voids that are within .5" of the edge of the foam, will not be considered for rejection of the product.

Most products are provided at nominal length and width plus 1", which ensures a usable product of at least nominal size will be available to the customer (See below example)



EXAMPLE: If you order 48" X 96" buns or sheets, you may get up to 100" X 52" of oversized material with edges or sides out of tolerance. We guarantee a picture frame of conforming material somewhere inside the oversized sheet.



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If any of the products we provide is unacceptable due to surface conditions or voids, we will provide you with credit for the product yield lost due to these problems. If you would prefer some other solution such as adding a replacement sheet to your next order or shipping out replacement sheets right away, we will be happy to accommodate you.

External and Internal Voids

A void is a pocket of gas that formed during the foaming process and left a hole inside the foam once it cooled.

- An external void is one that is visible just by looking at the sheet and are graded by the standards below.
- An internal void is one that is completely inside a sheet and not visible to the naked eye.

Production personnel are responsible for controlling the acceptance of external voids but have no control over internal voids and are not held accountable for them.

The reference below shows the number of external voids of varied sizes that will result in rejection of the sheet resulting in credit for the yield loss of that sheet.

The following page has additional issues that can cause rejection as well.

- | # | Size |
|------|----------------------------------|
| (1) | Larger than 1" in diameter |
| (2) | Between .5" and .99" |
| (4) | Between .25" and .49" |
| (20) | Buckshot Voids of less than .25" |



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Surface Imperfections: A sheet or block of foam will be considered a reject if it exceeds the surface imperfections tolerances given below in any category.

Color: All colors can be subject to minor color variations, which will not in themselves be cause for rejection. Major color variation will cause rejection.

White Foam: The white foam is stocked in buns, with skins on all sides, to protect the color. Once we skive it and ship it, it is extremely difficult to keep clean. We will do our best, but it is impossible for us to guarantee that no dirt or grease gets on any sheets. No credit will be given for this.

We suggest customers buy buns and skive in-house if you need it pristine. By accepting confirmation of an order, you are accepting our conditions for skiving white foam.

All white foams are subject to yellowing as the bun ages, and this will not be a cause for rejection.

Skins: All sheets should be free of any patches of skin.

Tool Marks: Sheets may contain skiving marks. Only excessive textured marks are considered rejectable.

Shipping Damage: While Worldwide Foam attempts to protect the foam we ship from incidental damage during shipping, it can still occur. Any damage that occurs during the shipping process will be claimed against the freight company.

Crystallization (Dead Foam): If a durometer reading varies 25% or more from the outside to the inside of a bun, the foam is considered dead/bad. It can be identified by being crystallized (shiny and rough texture) or variance in shade from lighter to darker in the middle. When you press your finger in dead foam, it does not recover, however, bad foam may recover.



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Dirty: Foam being dirty is not cause for rejection, but it should be wiped down before shipping.

Heat Lamination

Sheet to sheet lamination:

Edge to edge lamination is not guaranteed and will not be a cause for rejection. WF will credit any internal delamination on densities 4lb and below based on customer yield loss. Densities above 6lb will not be credited for delamination.

Tolerances:

Unless otherwise notated, thickness tolerance will be based on the combined individual sheet tolerances (stacked tolerances).

Squareness and usable area:

WF aligns 2 edges of the material before laminating but squareness is not guaranteed. Usable area may be slightly less than billable size and not cause for rejection.

Ocean Freight/ Container Shipments (EPDM products): Worldwide Foam has limited information on EPDMs and shipping in containers overseas.

One job that was processed was for 3091-SH-0.125-54-70-BK it was found to have altered the surface quality, however after the material sat for a few days the surface returned to normal.

Orders processing in this manner should be reviewed and expectations set prior to accepting order.