



ChromaLuxe[®]

Chromaluxe returns procedure

Transport – Items arriving with damage to contents

- All damaged goods are to be reported to Xpres Customer Services (sales@xpres.co.uk) within 48 hours of receipt.
- Any undamaged panels from the same pack should also remain unprinted, as a return can only be processed for a full pack.*
- If a full pack cannot be returned a credit will be offered for the damaged panels.

Process – Items showing defects due to handling incorrectly or pressing different to pressing instructions

- It is recommended to check the paper and panels for dust prior to pressing as this will cause a defect in the image once printed. As per the Pressing Guide, it is advised to use a spray duster.
- Xpres cannot accept responsibility for items that are showing defects due to incorrect handling or pressing. This includes areas of failed/missing print due to dust and chipped edges.

Coating – Items showing defects in the coating as a result of the manufacturing process

- All defective goods are to be reported to Xpres Customer Services (sales@xpres.co.uk) within 48 hours of receipt
- Any undamaged panels from the same pack should also remain unprinted, as a return can only be processed for a full pack.*
- If a full pack cannot be returned a credit will be offered for the damaged panels.
- Panels should be checked for any defects in the coating before pressing.
- Any defects that are outside of the Chromaluxe tolerance (sheet can be provided) should be reported to Xpres for a credit or replacement*.

*Xpres can only replace a full pack or offer a credit for a single panel. If you are unable return a full, unprinted box a credit will be offered for the defective panel/s. The defective panel will be collected where possible.



ChromaLuxe®

FORM:	DOC-1011 (Surface Defect Chart)
Rev:	0
Page:	1 of 1

DEFECT CHART FOR CHROMALUXE COATING HARDBOARD, MDF, AND ALUMINUM

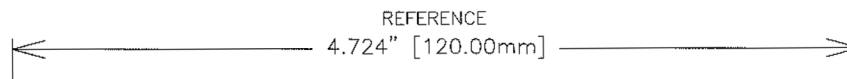
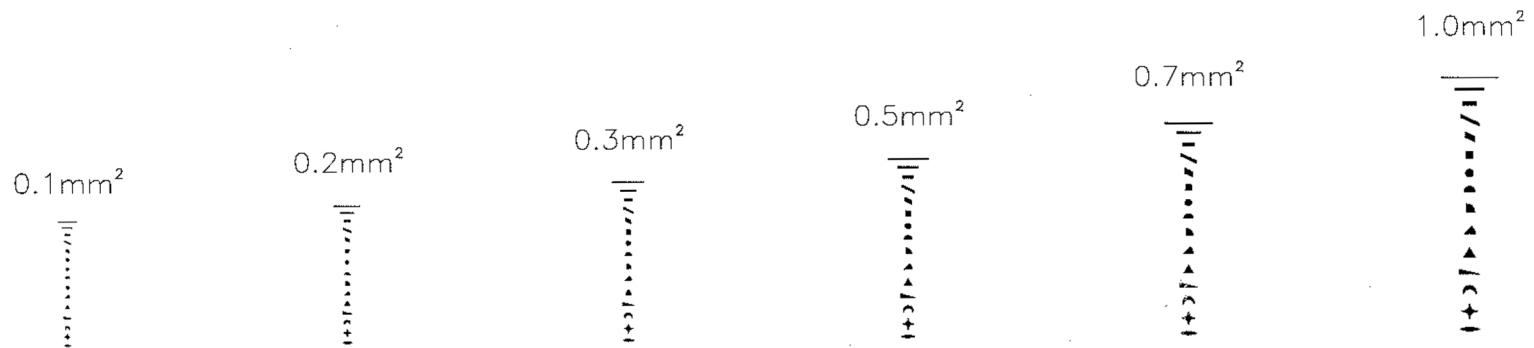
Applies only for defects that remain after sublimation [Experience shows that almost all indentations/recesses go away after sublimation]
Use transparent GO/NO-GO sheet for any questionable items

Aluminum & Steel:

- 0.7mm² maximum allowable defect size.
- 0.5–0.7mm² are allowed if none are closer than 1 foot apart.
- Smaller than 0.5mm² are allowed if none are closer than 3 inches apart.

MDF & Hardboard:

- 1.0mm² maximum allowable defect size.
- 0.5–1.0mm² are allowed if none are closer than 1 foot apart.
- Smaller than 0.5mm² are allowed if none are closer than 3 inches apart.



Note: Reference distance must be accurate for areas to be correct.
This reference dimension is only for the purpose of verifying that the drawing was printed to scale.