

Worldwide Foam Terms and Conditions

Materials –

Colors: All colors (excluding Zotefoams) can be subject to color variations from lot to lot or even throughout a single bun. 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.

PE and Zotefoams: Unless otherwise noted, the skin is considered to be acceptable on buns and skived sheets. This means that the measurements will be nominal and will measure over the requested thicknesses.

Sheet Sizes: The dimensions listed for our XP product line buns and skived sheets are considered to be the minimum dimensions. Because of this, our sheets are typically 1-2" oversized and untrimmed on the edges to ensure the usable W x L. Oversized sheets will not be considered a cause for rejection.

Tolerances: When skiving bun stock, any irregularities in the sheet such as high or low spots will be transferred to the finished sheet when using a roller splitter. WF will measure the outer edges of the sheet but we do not have any ways to measure the center of the sheets. As long as the edges of the sheets are within tolerance, this would not be considered a cause for rejection.

Thermoplastics: There are many factors that can cause thermoplastics to expand or contract slightly such as temperatures, humidity, storage, cutting processes, packaging, etc.

Processes –

PSA: There are many variables that can affect pressure-sensitive adhesive to include environmental conditions. We do our best to apply the adhesive with little to no visible wrinkles, however, during transit and storage, it is common for bubbles/wrinkles to appear. As long as the adhesive itself is still applied to the material, it will not be considered a cause for rejection.

Heat-Lamination: WF checks every laminated sheet, but edge to edge lamination is very difficult and is not guaranteed and will not be a cause for rejection. WF will line up 2 edges to provide a 90-degree corner, the other two edges may overhang. While many of our sheets are oversized to start, the usable size may be slightly less than the starting net width and length. WF will credit any internal delamination based on customer yield loss. Thickness tolerance will be based on the combined individual sheet tolerances (stack tolerances).

Freight –

Shipping Tolerances: There is a +/- 10% shipping tolerance on any custom rolls such as slit or looped materials. We will not keep backorders open if the shipped quantity falls within the 10% tolerance.

Freight Damage: WF will file freight damage for any shipments booked through our company. *DAMAGE MUST BE MARKED ON BOL FOR CREDIT TO BE ISSUED.* Any customer arranged/3rd party shipments must have freight claims filed through the booking party.

FOB Points: All freight is considered to be FOB our dock unless otherwise stated. For shipments arranged by WF, we require a commercial address and cannot arrange to ship for any residential addresses.