



Alloyco

POLICIES

SERVICES SUPPLIED

3D PRINTING
CASTING – ALLOYS – MOLDING

We cast over 36 different metals including stainless steel.

BUSINESS HOURS

Monday to Thursday, from 8 am to 4 pm
Friday from 8 am to 3 pm

ORDER DELIVERING (PICK-UP) TIME

- The orders are ready to be picked-up by 12:30 pm.

ORDER RECEIVING TIME

Waxes

- The waxes should be received before **2 pm** and should be ready for casting.

Fees will be charged for waxes supplied without a casting path by the customer.

● Bronze casting:

- Waxes received on Monday to Friday
- Bronze, white, and yellow: casting on Thursday – allowing exception

● Platinum, 14PD, 18PD, PD 95 and stainless steel:

- Waxes received on Monday to Friday
- Casting Monday to Friday – allowing exception

PRODUCTION DELAYS

Orders with waxes production received before 9 am will be considered as received the same day. All orders received after this time will be considered as received the day after.

Products provided	Work to do	Production delay #	Example	
			Received	Delivered
Waxes	– Casting only – Waxes ready for casting	1 day	Monday before 2 pm	Tuesday
	– Sizing, patching or making some changes – Casting	1 day	Monday before 9 am	Tuesday
3D Print	– Print only	2 days	Monday before 12 am	Wednesday
	– Print and Casting	3 days	Monday before 12 am	Thursday
Molds	– Not more than 5 wax injections – Casting	1 day	Monday before 9 am	Tuesday
	– Wax injection – Sizing, patching or making some changes – Casting	2 days	Monday before 9 am	Wednesday
Masters with gate	– Mold fabrication – Wax injection – Sizing, patching or making some changes – Casting	4 days	Monday before 9 am	Thursday

*** ALLOYCO may change those delays based on quantities asked. ***

MINIMUM FEES

- A minimum fee of \$15.00 per order will be charged.

SPECIFICATIONS

● Characteristics of waxes ready for casting:

- Be free of air bubbles
- No damages
- No flashing
- Gate attached

● Moulds making:

- Gate should be 1 inch, 26 mm

RETURN POLICY

At the delivery, ALLOYCO will put doubtful product in an identified bag. It is the client responsibility to check these pieces and return them.

The ALLOYCO guarantee is as follows:

- Waxes supplied by the client are limited to be re-casted only.
- Waxes injected or printed by ALLOYCO are limited by a guarantee to reproduce defective parts once.
- The hand made waxes (ferris or rapid prototype) are not guarantee. **Mold option.*
- Molds worn out are not covered by a guarantee.
- For any returned item, the problem must be well identified with invoice number.
- Any claim must be made within 14 days from the delivery date.
- For more information, please contact ALLOYCO.

PICK-UP ORDERS

All orders should be picked-up no later than 30 days after production.

55 Mont-Royal Avenue West
Suite 600

Montreal (Quebec) H2T 2S6

Tel. : (514) 845-5384 Toll free: (888) 475-5384

Fax : (514) 845-6877

Website: www.alloyco.com

E-mail: alloyco@alloyco.com

E-mail 3D Print: print@alloyco.com

To provide better service, we have a depot located downtown at the following address:

620 Cathcart Street, Suite 452
Montreal (Quebec) H3B 3C4