

We do have some guidelines that we need you to work within to allow us to best serve you:

1. Take some digital pictures of your parts/project and send them to us at [info@electroplating.com](mailto:info@electroplating.com). Then call us (800-833-5022) to discuss your project and timeline. From your pictures and our conversation, we should be able to provide you with a cost estimate and timeframe to complete your project. As stated previously on our website, **the minimum charge to have us work on a restoration project is \$400.** That means even if you have 1 bolt that needs to be plated, you will pay at least \$400. We can do a reasonable amount of work for that minimum \$400 charge, but pricing starts there and goes up. If you wish to work with us, once we have all your pertinent contact and shipping info we will assign you a project ID number that we would like you to include on all communication and mark on all packages that you ship to us. This ID number will help us identify and keep your parts separate from other projects in our plant.
2. **Any parts you send to us must be pre-cleaned of oil/grease/dirt/debris.** Given the age of many restoration projects, the years of dirt and grime are tough to remove. As an individual, you can freely use solvents which typically work best to clean parts up. For environmental compliance reasons, we do not have or use solvents in our plant, so we need you to take care of this step. If parts arrive at our facility and we deem them unfit to plate acceptably, we will communicate with you and you will be given the option to proceed and accept the finished product as is or have the parts returned to you at your expense for further cleaning.
3. **If the parts you are looking to restore are painted or have any paint on them, you must remove the paint prior to sending the parts to us.** We can't plate over paint. Once again, the environmental regulations we work with prevent us from using the good stuff that works best to remove paint.
4. A good rule of thumb for surface prep prior to plating is: If your part still looks good and isn't showing signs of corrosion, then strip/re-plate is probably all that is necessary. If your part is in pretty tough shape and showing significant wear/corrosion, then attempting to improve the surface on your end is a good idea. Also, please be advised that sandblasting, tumbling, bead blasting does not remove the plating from the parts. Some of the plating may be gone, but in the case of cadmium plating, it is soft and moves around. The parts will still need to be chemically stripped prior to plating to ensure plating adhesion. Whether you attempt an initial strip or not, we will need to chemically strip the parts ourselves prior to plating to ensure all old plating is completely removed
5. Please be advised that sand blasting your parts will tend to leave them with a somewhat funky and non-original looking matte finish after plating. Once you sand blast the parts, there is nothing we can do to repair this matte finish appearance. If you very lightly sand blast the parts, some of the matte appearance can be improved through wire brushing the parts with a wire wheel.
6. To improve the surface and finish of your parts, we recommend using a fine glass bead blaster to address the surface of the parts. Some customers have also gotten a nice finish by tumbling their parts. Again, wire brushing with a wire wheel can help as well. We may be able to provide further guidance on these options during our phone conversation. In general, the more work you do to improve the surface of the part, the better your parts will look after plating.
7. Please document and send digital pictures of all your larger parts. An itemized list with pictures would be ideal. That way we can count and inventory your parts upon arrival and again after

processing to make sure we have all of your parts. If something happened to go missing we will have a good idea what we are looking for and stand the best chance of finding it. Fastener and smaller parts are obviously much more difficult to do this with, so you can skip this step for those types of parts. Please understand parts can get lost in our process tanks and that is a risk that you must accept when sending your parts to us. Unfortunately, we can't be held responsible for lost or damaged parts. We will do everything we possibly can to make sure this risk is minimized.

8. As part of your itemized parts list, please document whether you want certain parts to be finished with a yellow chromate or clear chromate.
9. If it's possible to point out the most visible surfaces of the larger parts, we would also appreciate that. Our process can be fairly 1 sided, so if we know which side will show in your final project we will focus on making that side look the best.
10. Our preferred shipping method is UPS. You will receive any return shipments from us exclusively from UPS since they deliver and pickup directly from our plant daily. Please let us know whether you would like us to insure your packages during their return shipment to you. If you would like the parts to be insured, please let us know how much insurance you would like to have put on them. Unfortunately, shipping damage is more common than the shipping companies would like to admit.
11. Please ship your parts to Electro-Plating, 430 Arlington Avenue, Fond du Lac, WI 54935. Also, please be sure to mark all your boxes with your project ID number so your parts can be easily identified in our plant.
12. Orders must be paid in full prior to pick-up or return shipment. Please plan to pay with either cash or credit card. We accept major credit cards, but we do charge an additional 4% fee to cover the transaction cost. We do not accept personal checks. In the future, Paypal may also become an option.
13. We want you to be very satisfied with your finished parts. Once you receive your parts back, if there is something you don't like please let us know. Again, a digital picture will probably be the most cost effective way to start a conversation.