

## Sample Submission Guidelines

1. **Select a representative sample of the material for matching. The same masonry material on a single building will age differently, and terra cotta in particular can vary widely, so a single match may not represent the entire range of conditions on the building. It is the client's responsibility to select the target color and/or finish. If more than one pattern or color is desired for a single material these individual matches must be performed as separate fee-based color matches.**
2. **Please clean samples using the planned materials and methods prior to submitting. If cleaning is planned but the sample(s) have not been cleaned we will do so at the customer's direction, but we are not responsible for any discrepancies between our results and actual results onsite.**
3. **If you would like us to match a specific part of the sample please mark it with a Sharpie.**
4. **Coatings, mortars, stuccos, and plasters are lab cured according to manufacturer's instructions and we will provide a sample for onsite reference if requested. If special curing requirements are necessary we will communicate those instructions to the customers. Failure to install and cure materials according to either manufacturer or HFS specifications may create a shift in color and HFS is not responsible for color variations caused by improper installation. If the customer does not have an HFS account then payment is required prior to beginning work.**

## Lab Services and Custom Material Production

We offer a range of services, and lead times vary depending on the complexity of the project and the workload in our lab and production facilities. This is a general overview of our services and standard lead times to use a general guideline while planning your project; however, during peak season lead times may be longer. If your project is time sensitive please call or email Elisabeth Logman at 773-588-0800 x113/elogman@hfsmaterials.com to get current timelines.

- All estimated lead times are figured from the time we receive the sample in our lab.
- We do require payment in advance for all services for customers who do not have accounts at Henry Frerk Sons. Customers with accounts must agree to a proposal for services before work can begin. We require written approval before producing custom blended materials.
- These estimated timelines do not include transit time from our facility to the customer, as this may vary. We cannot provide guaranteed delivery dates when transportation is being provided by independent transportation and delivery services.
- Express service is available for many of our services for an additional 20% upcharge on the overall cost, but there is a **minimum** production time of one week required for all mortar, plaster, and stucco custom color matching services to allow for proper curing of color samples.
- Express production may be affected by our on-hand stock of aggregates and pigments. Some custom materials require specialized components that must be custom ordered and/or processed by a third party and this may extend lead times and add additional cost.



**Fast Track Sample Submission**

Date Submitted: \_\_\_\_\_ Date Needed: \_\_\_\_\_

Project Name: \_\_\_\_\_

Company: \_\_\_\_\_

Client Contact: \_\_\_\_\_

Client Email: \_\_\_\_\_ Client Phone: \_\_\_\_\_

What is the approximate age of the building? \_\_\_\_\_

What are the masonry materials? (stone, brick, concrete block, etc.) \_\_\_\_\_

Material Requested (mortar, mineral coating, stone repair mortar, etc.):

Scope of Work (full repointing , spot pointing, etc.) :

Will the masonry be cleaned, and if so how?

Do you need a sample for approval? Y\_\_\_\_\_ N\_\_\_\_\_

*If you would like a sample please tell us what you need:*

Mockup material to install \_\_\_\_\_ (\$30 standard fee) Cured Sample \_\_\_\_\_ (\$15 standard fee)

Estimated Quantity for project: \_\_\_\_\_

Once our lab has received the sample we will review it and search for the best available match. Our standard turnaround time to identify a color match is 1-2 business days. While we are able to provide fast track matches for many mortar colors, in some cases we may not have an existing formula. If we are unable to identify a suitable match we do provide custom color matching services for standard fee of \$250 per sample.