

CONDITIONS OF ORDERS AND THEIR EXECUTION BY AAGES HTC S.R.L.

Fulfillment of orders shall be carried out in accordance with the conditions below, unless the parties sign a mutually agreed document relating to the specific requirements of the work in question.

Quotations are valid for 60 days, unless other terms are specified in the quotation.

Parts received without a prior quotation and without an order will be processed only after such documents have been received and the order has been confirmed by AAGES HTC.

1. Data required to perform the induction hardening operation

Parts brought in for hardening must be accompanied by documentation (order and goods accompanying note) in which the following must be mentioned:

- Customer's name and date of arrival of the parts;
- Name of the batches of parts;
- Number of pieces and mass of the piece in kg;
- Documentation specifying the size of the part, drawing for the part and the hardening area;
- Certificate of quality of standardized material or certificate of chemical composition of the part material;
- The treatment operation required, marking the hardening areas and the mechanical properties required, possibly the hardness to be measured and the required penetration layer to be marked on the drawing;
- If the parts are to be ground after treatment, the grinding allowance shall also be indicated;
- In special cases, the hardness control area, control method, control load, etc., shall be indicated.

2. Tasks and conditions undertaken by AAGES HTC as a result of the induction hardening operation

- The parts sent for hardening, after identification, will be taken over and hardened by AAGES HTC SRL, on the basis of technical and professional training, with the utmost care and responsibility, with the aim of obtaining the quality parameters agreed in the contract.
- Since the parts brought in for hardening may present unknown internal stresses and structural states, AAGES HTC SRL does not assume any liability for deformations and cracks occurring after hardening, since these phenomena may occur even after induction hardening carried out with the utmost care and professionalism.

- The experience gained in the past is taken into account when adjusting the machine and developing the technology used, but to determine the depth of the hardened area and to draw up the certificate in this respect, sample pieces from the Customer are required.
- If the data provided by the Client is incomplete or unclear, the hardening shall be carried out in accordance with the standards in force for the material in question, as declared by the Client on his own responsibility.
- Once the treatment of the batch of parts has started, the data provided subsequently cannot be taken into account.
- The Customer must pay for hardening also in case the desired results are not obtained due to unsuitable material or improper preparation of the parts prior to treatment, as well as in case of requirements requested by the Customer that cannot be realized due to technical reasons.
- Following the Customer's justified and well-founded complaint that the heat treatment is not properly carried out, the Customer assumes liability up to:
 - Material cost;
 - Execution of the processing operations;
 - Their transportation, without further compensation of any kind.

3. Quality control and certification

In AAGES HTC SRL's workshop, the treated parts are certified by means of measurement reports.

AAGES HTC SRL shall check the treated parts in accordance with the work instructions or the drawing and the Customer's requirements.

The measurement report shall contain the results obtained when measuring the surface hardness of the parts or the hardened layer, but only when the Customer so requests and shall provide sample parts for this purpose.

The measurement report contains the measurement data and the identification data of the measuring instrument.

It is the Customer's responsibility to check the parts taken from the AAGES HTC SRL workshop, both qualitatively and quantitatively.

Any complaints shall be received in writing no later than 2 working days after delivery, and shall be analyzed together with AAGES HTC SRL's specialists in order to decide on the appropriate measures to be taken.

Without AAGES HTC SRL's notification and approval, the treatment carried out shall not be remedied.

4. Delivery conditions

Orders are taken on working days between 8 a.m. and 2 p.m.

The measurements shall also be taken and batches of hardened parts shall be released during this time.

If the delivery of the order takes place after working hours, the order is picked up on the next working day, and only after that is the heat treatment start date scheduled.

AAGES HTC SRL does not provide packaging materials.

In the event that the parts arrived are not properly packaged, AAGES HTC SRL does not assume responsibility for their integrity and quantity.

Packaging must withstand handling by forklift or other similar means of transportation.

Paper and nylon bags, cardboard boxes are not considered suitable packaging.

Hardening parts must have a clean surface, not coated with oil, grease, or other materials.

Hardening parts must be transported by the Customer accompanied by documentation which must contain all the data listed in point 1.

The Customer picks up the treated parts by means of a delivery note containing the identification data of the part, the number of pieces, the price per piece, the total price, the delivery signature as well as the AAGES HTC SRL stamp.

Invoicing shall be made on the basis of the delivery note delivered to the company's head office.

Only parts deemed to be good and certified by AAGES HTC SRL shall be invoiced.

The treated parts shall be collected as quickly as possible, within 2-3 working days, as after this time the parts tend to oxidize and the contractor does not assume any liability for this.

Once the measurement bulletin has been issued, the parts must be collected within 30 days at the latest.

Otherwise a storage charge of 1% of the heat treatment cost/week will be charged.

After the expiry of 30 days after the issue of the measurement bulletin, AAGES HTC SRL assumes no liability whatsoever for the parts stored.

5. Deadlines

AAGES HTC SRL undertakes to comply with the deadlines for the completion of the ironing for work based on written documents to this effect.

Only the head of the workshop shall be responsible for the committed deadlines.

Deadlines discussed by other employees in the workshop are for information only.

Deadlines agreed by telephone are only approximate!

6. Quotations and terms of payment

Prior to transportation of the parts for hardening by the Client to AAGES HTC Ltd. the parties agree on the terms of the contract, the cost of the service and labor for preparation, adjustment (price/kg, price/piece, etc.), the term of performance and the method of payment.

Payment for the work performed is made in cash up to a maximum amount of 500 RON, and above this amount only by bank transfer.

Firms with signed contracts with AAGES HTC SRL that do not pay after the terms stipulated in the contract, or do not propose other terms of payment before the expiry of the term, in the future will not be able to pick up the treated parts, only after making the payment in advance, before delivery.

Price quotations do not include VAT.

The minimum quotation price is 100 RON.

If the payment is honored by the Customer after the term of payment, an interest will be applied, which is double the interest rate set by the NBR.

7. Induction hardening

When adjusting the induction hardening machine, test pieces are required, and if the Customer does not provide these pieces, it should be taken into account that from the batch of pieces approx. 3-5 pieces can be reworked.

These scrap shall be borne by the Customer.

The material purchased by the Customer must be in an annealed condition and the stress reliefs between the mechanical machining phases must be properly executed, otherwise no liability can be assumed for the result of the hardening operation.

If the Customer does not ask for the hardened layer to be determined, only the surface hardness shall be indicated in the measuring report.

The hardened layer depth data given in the quotation of services are of an indicative nature and are given on the basis of conclusions reached during production and measurements made on similar parts.

Precise hardened layer depth data shall be provided against charge, only on written request of the Customer, and if sample parts are provided for measurements.

On parts having 90 degree corners, depending on the machine on which the heat treatment is carried out, an unhardened area of 2-10 mm may remain.

Holes in parts tend to crack or burn. For this reason, it is necessary that the workpieces are beveled at 2-3 mm x 45°.

Long, thin parts may deform in induction hardening and the limits of deformation cannot be predicted.

Significant deformation may occur in parts hardened on one side only.



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Axle-type parts require center holes in both ends. In the case of several parts these holes must necessarily have the same depth as this is the basis for the hardening length.

The measurement bulletin drawn up contains the result of the surface measurements, hardening depth data is only included if actual measurements can be made.

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