

Dear Customer,

Flex Crown Moldings have limitations on flexibility determined by molding width, molding thickness and breadth of molding (angle of back cut -typically 45°). The manufacturer lists the shortest recommended radius for each size of Crown Molding in resin/flex line. The formula used to determine the radius limitation is 3.2 to 4.0 times the molding width. The formula used by the manufacture is used as a guideline only. Many companies that sell flex molding typically do not sell carved moldings. Their products are usually smooth profile (i.e. flat) moldings that do not have the problem of molding distortion. The industry standard formula may differ than ours and thus does not necessarily apply in the case of decorative crown moldings.

The manufacturer highly recommends that its molding be cast to a radius no shorter than that which is listed in its catalog. Splitting and cracking may occur if formed or bent to extremely short radii.

Over the years that the manufacturer has been in business, customers have requested modifications or exception that exceed mfg rec. These requests have been met with a mixed measure of success. Those who wish to spend the money required to exceed the recommended limitations of the moldings assume full responsibility for the outcome with the understanding that there are NO WARRANTIES expressed or implied by the manufacturer or WishIHadThat.com.

The following is a list of requirements that must be met before an attempt to exceed the limitations of the moldings is made. Without exception, the following terms and conditions must be agreed upon in order for a custom radius to be manufactured. It is imperative to accept the terms and conditions with the understanding that all reasonable attempts will be made to fulfill the request. Yet it is possible after spending the money to produce the test castings that the desired results will be impossible to achieve.

1. In order for the manufacture to determine if a custom radius molding can be formed, a template of the radius must be supplied by the customer.
2. Once the manufacturer receives the template the technician will build a 3-D mock-up of a wall using the customer's template. This mock-up wall will be the guide by which the manufacturer determines if the custom radius is possible to create. The template must be accurate and precise. If the manufacturer produces a custom molding based upon the specifications provided and produces satisfactory results in the mock situation, the presumption will be that the molding radius will work satisfactorily in the "real wall" situation. If it does not, the template is the most likely cause of the inconsistency. At this point the manufacturer will have to start the process from the beginning.
3. Test pieces of molding are cast at various radii. The radius template provided by the customer is the one used for most 7 inch crown moldings and smaller. When a larger molding is desired to exceed the radius limitation, the template is used as a guideline only and adjustments will be made accordingly. The difference in radius created by the upper and lower part of the crown molding leaves very little room for error. Hence, the customer supplied template radius is not necessarily the radius used - it serves only as a guide for the larger radius of the two. For example: If a customer sends a template with a 30 inch radius, the casting may begin at a 40 inch radius. The technician will cast one piece at that radius and sample the molding on the mock-up wall. The manufacturer will then determine if modifications need to be made in radius size.
4. Once the "test casting" begins, the technician will determine if the molding can be cast to the desired radius. In most cases the desired radius is attained; however, unacceptable pattern distortion on the fascia of the molding often occurs.
5. All "test casting" costs are charged to the client at the prevailing rate. Please understand that in most cases the results are achieved on a trial and error basis and that the manufacturer will make every reasonable effort to create the molding to the customer's specifications. However, the desired results may be impossible to attain. At this point Wish I Had That will notify the customer of the maximum width molding that can be cast to the desired radius.
6. Once the customer sends back a signed acceptance agreement, the manufacturer will cast the molding accordingly and complete the job.
7. Wish I Had That and its companion partner manufacturer recommend that custom moldings be installed by a professional carpenter or contractor with sufficient experience to complete the task. The manufacturer and Wishihadthat.com assume no responsibility for errors that occur as a result of improper installation. Please note: moldings that are cast beyond the recommended limitations may be subject to premature wearing, cracking or splitting.
8. All sales are final and neither Wishihadthat.com nor its partner manufacturer assume responsibility for problems that may occur as a result of exceeding specified limitations of this product.

By signing below you acknowledge that you have read and understand the above information and accept responsibility for the risks involved. Due to the nature of the process involved as described, Wishihadthat.com and the manufacturer can neither make claim to nor accept responsibility for the success or failure of your endeavor.

Signature: _____ Date: _____

Print Name: _____