

***This is an informative guide about the company,
what we do, and how we do it.***

COMPANY HISTORY

Idea For Business

The company was formed in 1985 by Allen Jones. The idea was fostered by the discovery of furniture parts that were made of molded plastic resin. It seemed only natural that the same technology could be used to make flexible trim moldings as a substitute for wood millwork.

Product Development Course

The original Flex Trim product material has been modified and improved several times over the years and quality improvements continue to be made as long they economically makes sense. We strive to make the best product we can while being sensitive to cost.

Market Method

The company caters product to builders through distribution and retail dealers nationwide and uses the Internet as a communication and sales tool.

Size Of Organization

The company employs over 100 people in its organization at the present time. Beside our corporate plant in California we have manufacturing plants in other states and foreign countries.

ATTRIBUTES

Our Mission Statement

To manufacture high quality product consistently everyday, process orders without error or confusion, and deliver product as fast as possible. We do all of this in the spirit of knowing that our products, services, and extra efforts will be of benefit to our customers and will fulfill their expectations. Our company is quality product and service driven, and we rely on that for repeat business and growth in sales.

Original Innovator

We are innovative and creative as shown by the products we manufacture. We were the first company to ever sell molded, flexible, trim moldings for building and construction, we have and continue to pioneer product formulations and processes.

Product Quality

Our product material is engineered to the highest standards. We use only the best ingredients and make sure products are perfectly crafted. We are known for having the capacity to produce complex millwork that others cannot.

Product Service

Our philosophy is quality first, then speed. When orders come in we strive to review and verify information carefully, and process orders accurately. We do our best to return telephone calls promptly, and have ready the information and answers to questions that may complicate an order. We manufacture the product in the same manner.

PRODUCT LINE

In General

We are a manufacturer of architectural building products made of polymer composite resin. The resins are various types of polymer plastic resin mixed together to form a composite formula. It is not PVC plastic, urethane foam, polyethylene plastic, or anything like that.

At this time, we make flexible trim molding, decorative millwork ornaments, and instant glue adhesive.

Flexible Trim Molding

- Flex Trim is our original flexible molding product.
- ZzzzFLEX is a much stronger variation of our Flex Trim polymer composite resin material.

FLEX TRIM versus ZzzzFLEX

Although both product materials virtually do the same thing, their chemistry and make up are totally different. The type of polymer composite resin Flex Trim is made of costs less than ZzzzFLEX, and in some cases it is easier to work with, sand, and machine. ZzzzFLEX has better tear strength properties and is less likely to crack or break when nails are placed too close to the edges or at radius stress points during installation. ZzzzFLEX was designed for the consumer who has a complex radius application or just simply wants a bulletproof product. Ultimately, it is personal preference that dictates the choice.

Both are great products.

Decorative Millwork Ornaments

We offer a high quality assortment of familiar and innovative renditions of ornamental pieces and structural componets, that add compliment to your application, such as column capitals and bases, corbels, medallions, rosettes, ornaments and simulated woodcarvings.

Instant Glue Adhesive

NO Nail Adhesive is an instant bonding glue. It is great for permanently bonding polymer composite resin to itself and other materials, and for repairs, material splices, installation, and fastening of our polymer composite resin products. It comes in a small 4-ounce bottle, and a 2-ounce bottle of Kicker agent is available for accelerating cure time. There are many builders and carpenters who use the glue on miters, repairs, and small parts in place of nails to prevent splitting or breaking of small parts, or when the part is too difficult to fasten otherwise. One 4-ounce bottle of NO Nail Glue will produce a 1/8" bead of glue 90 feet long.

FLEXIBLE MOLDING PRODUCT APPLICATIONS

We primarily focus on the manufacture of flexible molding for interior and exterior architectural applications. We can make virtually any radius contour shape. Typical applications are:

Radius Curves

- Radius window, door, and archway trim molding.
- Radius crown molding.
- Radius base board and chair rail molding.
- Radius panel and plant on molding.
- Essentially, all types of radius moldings for either exterior or interior use.

Decorative Millwork

- Column capitals and bases.
- Corbels.
- Medallions.
- Ornaments and simulated woodcarvings.
- Or practically, any type of millwork component that can be molded in one piece.

Our Biggest Seller

The most common application for our flexible molding is interior or exterior trim casing for half round windows because it cost less than real wood millwork, we deliver fast, and it fits accurately everytime.

Product Application Example

A typical application that was a problem for a homeowner and contractor was a house on the oceanfront that required wood like trim surrounding the windows. The builder toiled with the thought of using wood because of the harsh weather elements and exposure. Compounding the situation was the fact that the entire front of the house and the windows were round. Our product material was used, and it economically solved not only what was to begin with an expensive radius millwork dilemma, but it also eliminated the prospect of replacing any real wood that could rot and deteriorate in the future.

Crown Molding

Radius crown molding is something that few wood millwork companies manufacture because it is complex and virtually impossible to make. We have a simple method, and therefore we can easily make most complex radius shapes. Nearly all applications require us to form the molding to the actual radius in our factory.

Other Product Applications

Other typical applications are baseboards for round walls and columns, and panel and plant on moldings. These moldings are typically ordered as straight flexible molding in various lengths.

PRODUCT FEATURES

In General

All of our polymer composite materials are specially formulated, engineered, and modeled to be like real wood.

- Stainable with virtually all brands and types of wood stain.
- Fully paintable with all brands and types of paint.
- Nailable with either air guns, or by hand.
- Cuts like wood using same saws and tools.

- Hardwood like density and feel.

Weather Resistant

Our products are especially suitable for exterior as well as interior applications because they are made of polymer plastic that is impervious to moisture and will not rot or deteriorate like real wood.

Price and Availability

Our products cost much less than real wood millwork, and we can manufacture and turn around orders quicker than a wood working shop.

In Comparison to Real Wood

Polymer composite resin products are impervious to water, and will not rot or crack over time. They virtually will last forever.

Molded polymer composite resin products generally have no seams or splices that will crack and open up over time like real wood millwork products.

Flexible Radius Molding

Orders for Flex Trim or ZzzzFLEX flexible molding only require approximate radius dimensions, whereas dimensions for real wood must be exact.

Our flexible molding products can be flexed and bent to fit the exact radius dimension on a job site whereas wood or other ridged materials require exact dimensions and more often templates for fabrication.

Our flexible molding can be coiled into a small box and shipped easily and inexpensively whereas wood and other rigid materials cannot.

MOLDING PATTERNS

Thousands of Patterns

Most of the patterns we have available are shown in our printed catalog or on our Internet web site, www.flextrim.com. The on-line search catalog is the most up to date. We create new patterns daily and some are private and available for purchase from only the dealer that paid the original set up mold fee. Patterns become public domain if the original dealer does not purchase that item for 12 months.

Private Pattern Creation

We require that a full size end profile drawing of the pattern be provided so that we can research whether or not we have the exact same pattern already or several that are close. We will quote a price per lineal foot, and if we do not have an acceptable pattern we will quote a mold set up fee which ranges \$200-1,000 depending on the size of the molding profile pattern. Mold set-ups require that an actual 13-foot long piece of molding be furnished to us at the customers' expense. Smooth paint grade moldings can be sent to us in 2 pieces (7-foot long each), and stain grade must be 1 continuous 13-foot long length of real virgin wood molding material in the species required. If we are sent 2 pieces of molding, an additional \$20.00 splice fee will be charged. All custom set up mold fees are one time only and do not apply to future orders for that same pattern. All molds and wood molding materials are non-returnable.

Paint and Stain Grades

Each molding pattern we offer reflects a specific surface or wood grain texture. Some are smooth paint grade, and others are stain grade in a specific wood grain species. Our part numbers listed in our price list have a letter behind the first five digits that indicates smooth paint grade or stain grade availability. A legend of the definition of various letters is covered in our product literature and retail price list.

PRODUCT LIMITATIONS

Structurally

Our flexible molding products are “not” intended to be used as structural material in the same fashion like wood. They are purely intended to be used as trim and decoration and should be fastened and glued well to a stable material or structure such as wood or metal framing.

Fire Resistance

Although wood is not fire resistant, neither is plastic. Nonetheless, the building industry, specifically in commercial practice, regulates the use of plastic more stringently. Our polymer composite resin products are semi fire resistant, but may not comply with some government fire rating regulations. With some applications compliance can be obtained with the use of a fire resistant paint coating.

UV Resistance

Although our polymer composite resin products will not degrade or decompose if left outdoors in the sun. They have very little ultra violet light discoloration resistance, and will turn yellow over time in the same manner as real wood if not stained or painted. A paint or stain coating is always recommended.

COMMONLY ASKED QUESTIONS ABOUT FLEXIBLE MOLDING

Why do I need to furnish radius dimensions?

Although flexible molding is flexible, the pattern shape and certain radius applications can restrict the materials ability to flex to the desired radius shape. The molding will flex easier in the thinner pattern dimension than the wider (or equally if the pattern shape is the same size all the way around). Since many molding profiles are much wider than they are thick, flexible molding product is generally pre-formed in our factory during the manufacturing process to the approximate radius shape desired, then on the job site during installation it is flexed to fit exactly.

Why can't I take a straight piece and bend it to fit any radius?

Straight lineal lengths of flexible molding are typically only ordered and used for wall base board or chair rail molding, jambs and jamb extensions. They do not require radius dimensions or pre-forming, unless the radius is too tight for a particular molding profile pattern. The rule of thumb is that if the molding pattern shape is as thick as it is wide then it will bend either direction easily, and if the application demands that it only be flexed with the thinner dimension then a straight length will suffice.

Why is a template required for some orders?

Templates are required to be provided for some complex elliptical and oval radius curved shapes. The reason is, these shapes typically incorporate tight radiuses that limit flexibility. Therefore, we bend the molding to the exact template shape in our factory and we sometimes secure it to a temporary backer so that the molding remains in position during shipping.

What are bullnose round corner blocks?

Bullnose Round Corner Blocks are molded polymer composite resin pieces made to fit a specific wall corner radius that our flexible molding cannot easily flex to fit. It serves as a matching connector for opposing linear moldings and is generally used for base, crown, or chair rail applications. If we do not have a particular profile pattern to suit your needs, we can create it for a \$200-400.00 set up fee.

Can the product material really be stained to match real wood?

Stain grade polymer composite resin products can be stained using virtually the same materials and techniques as with real wood, although special care must be taken with matching color when adjacent to real wood. Sealing the wood first produces best results, and tinting the color on each material to match accordingly may be required. Stain grade material must be ordered in the species of wood desired, such as oak, pine, or other. Staining instructions are supplied with each product, and information regarding which molding patterns are available stain grade and which are not is denoted in our catalog. When staining, we suggest testing color match first, and using a paintbrush to apply stain, a clean towel to remove excess, and a soft clean and dry paintbrush to distribute stain evenly and blend color. Always apply clear finish topcoats over stain by spraying, rather than a brush because it may dilute the stain.

What kind of adhesives and glues can be used?

Unlike other plastic type products, there is no type of adhesive or glue that we know of that will attack and dissolve the material. Virtually any type works well, although some better than others. It is best to use panel or construction adhesive mastic type glue for bonding the material to walls or other surfaces. When bonding the material to itself it is best to use resin matrix glues such as our No Nail Glue, epoxy, or super glue. Typical woodworking glues do not work well.

PRODUCT WARRANTY**In General**

We warrant all of our products to be free of material and workmanship defects for a period of 90 days from date of purchase. In the event that the products do not conform to this warranty, we shall at our sole discretion, within a reasonable period of time, and without charge, either repair or replace products found by us to be defective, or refund only the original purchase price paid. We shall in no event be liable for consequential damages for breach of any written or implied warranty on the products.

ZzzzFLEX

We warrant our ZzzzFLEX products to be free of material and workmanship defects and not to crack or break due to nails or fasteners for a period of 1 year. In the event we determine that the product was defective or failed we will repair or replace, and re-paint or re-stain the product without charge to the customer.

PACKAGING

In General

Flexible molding is packaged one product item to a box 23" x 23", and ranging in thickness 2-1/2" – 8". The box size is an advantage in that up to 12 feet of material can be coiled into this box and shipped UPS, and that cannot be done with wood molding. If the product order is for multiple pieces we economize UPS fees by strapping multiple packages together to create a bundle, sized according to UPS requirements. Orders for more than 30 items are bundled on a pallet and shipped Common Carrier truck.

Bulk Packaging

In some cases, it may be more advantageous and convenient for our customers to have quantities of flexible molding consolidated into one or as few packages as possible. This is generally preferred for job site deliveries or manufacturing applications.

Identification

Each package has an identification label with a written and bar code symbol description. The bar code is code 39 and compatible with most internal inventory control systems. It is a UPC registered code A.

POLICIES

Pricing

Reference our "How to Order" guide for complete instruction as to what kind of information and dimensions are required for various radius curved trim molding applications. It is a detailed ordering guide. Use the information to calculate footage of molding material required for your application. Reference our retail price list, multiply footage by price per lineal foot, and multiply the total by your discount factor to calculate cost.

Order Processing Time

We do our best to try and adhere to the following standards:

- Standard orders are normally processed in 5-10 days.
- Large stock orders take normally 2-3 weeks.
- Rush orders for no more than 12 pieces of molding are processed within 3 working days, and are subject to a 10% add-on rush fee, unless UPS 1, 2, or 3 day air is requested.
- Add 7 days to orders requiring custom mold toolings.
- Depending on the point of delivery and the transportation company, delivery time is 1-3 days.

Freight Charges

All orders are subject to freight charges unless otherwise agreed to.

- Exact freight charges depend on the weight and size of the package to be sent after it has been packaged and is ready for shipment. It is difficult to determine in advance

what the charge will be. We do not quote freight charges in advance, however, if requested, we will call with the amount when the order is ready to ship.

- All freight charges are based on closest origin factory in either Rancho Cucamonga, California or Garner, North Carolina
- Orders shipped UPS are billed at our discount rate. Approximately \$0.45 per pound, or 17-20% of the cost of the order.
- Orders shipped Common Carrier are shipped with the lowest rate carrier that can insure fast delivery. Approximately \$0.25 per pound.

Pallet Policy

We charge \$10.00 each for pallets.

Special Packaging Charges

Some orders for custom products require crates to be built, or other special containers and packaging to insure against damage during shipment. We assess our cost of labor and materials and add the charge to the total order invoice.

Product Displays and Samples

Generally, we give displays and samples to retailers of our products. Samples are 18" long only. Displays and samples are shipped free of freight charges.

Product Returns

- Return stock charge 30%.
- Returns must be authorized by us in advance, and a return authorization number will be provided at that time. No returns will be accepted at our factory receiving dock unless the shipment is identified with a return authorization number.
- No returns are accepted for custom radius crown molding, elliptical molding, or any custom pre-formed molding product material that would essentially be impossible for us to ever re-sell.
- All product material returns must be shipped pre-paid freight, or the return will not be accepted when delivered.
- No material returns will be accepted after 120 days from invoice date (4 months).
- Inspection policy: Each piece is inspected on our dock to be sure we can return it to the shelf before a credit can be issued. Any alterations to the product such as paint, stain, cuts, drilled holes or fastening of any kind will not be credited or restocked. Any piece that can be demonstrated to perform to the specifications by which it was ordered will not be credited or returned to stock if the reason for return was said to be performance related.

Order Cancellation Policy

Once an order is placed with us and confirmed it cannot be canceled or changed after 24 hours upon receipt unless the products have not been made, or they are not custom and potentially could be sold to another customer in the future. Orders for custom pre-formed product material such crown, base, or casing formed to an elliptical or odd radius absolutely cannot be canceled after it has been made, as well as straight flexible crown or casing molding.

Technical Assistance

We are more than happy to assist with educating our customers on all the various aspects of our products, and only ask that customers do their best to provide all of the information we require to process an order so no delays are created. With retail and distributor customers, it is not our

responsibility to review job site project plans, and determine radius dimensions, molding material lengths, and quantities.