



Congratulations on your investment in kiln shelves!

You must assess your shelves upon receipt

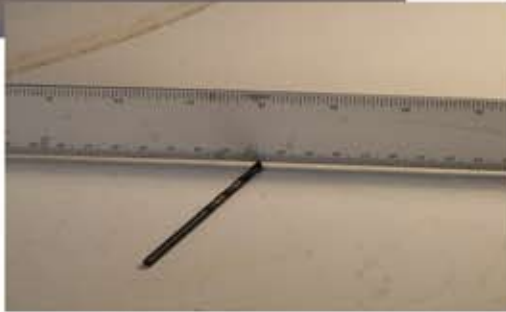
to make a claim for shipping damage.

If the shelves have been broken while in the possession of the shipper, noting damage on the shipping documents or B/O/L is required for reimbursement from the shipping company.

We guarantee shelves which are straight to within 0.5% of the longest span of the shelf. If your shelf seems warped, the following instruction will help you assess if the warpage is within acceptable limits.



Note that even though the shelf shown is not completely flat, it is still within acceptable standards.



Measure the diagonal length of the shelf in inches, (eg.-from upper left corner to lower right corner.) Use a metal straight edge which is longer than the diagonal length of your kiln shelf.

Multiply the diagonal length of the shelf by 0.5% (or 0.005) to achieve a decimal number.

To easily measure the gap find a drill bit which will fit tightly under the straight edge.

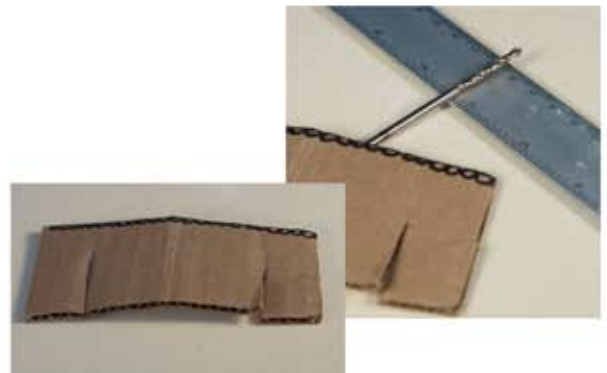
Convert the fraction on the drill bit to a decimal by dividing the top number (numerator) by the bottom number (denominator) or using a fraction to decimal conversion tool easily found on the web.

If warpage amount is greater than $0.005 \times$ the diagonal length of your shelf you may take photos and request an adjustment

Laguna recommends that nitride bonded shelves should be pre-fired, with space between them before use in ware firing to avoid local reduction results on ware during the first firing.

TO REQUEST ADJUSTMENT

The adjustment request starts with a picture of the straight edge shown with the drill bit under it at the center of the shelf. Be sure to include the edges of the shelf in one of the pictures. A clear, focused image is needed. Include the size and product number, and your distributor and receipt number. If you purchased directly from Laguna include your Laguna work order number.



TO START THE ADJUSTMENT PROCESS send your name, your photos, and appropriate receipts of your purchase to wyn@lagunaclay.com or to 14400 Lomitas Avenue, City of Industry, CA 91746

Use a piece of card board 3 inches long and wider than your metal straight edge, with slots to hold the straight edge perpendicular to the shelf.