

Service Introduction for Customer

(29. Jan 2019 / Operation team)

As the seller of ordered products, Young Gap Inc. provides the following services to make sure that customer can receive pipe products fully aligned with sales contract within scheduled date. With this document, we hope that you have a clear understanding of what services you will get, which you deserve as a customer.

Please, have a look and if you have any questions about our service, feel free to contact our commercial manager. We are looking forward to serve you.

1. Service Category

Service	Timing	Activity
Production Status check	In the middle of production	Check production progress and make sure to meet expected production deadline
Pre-shipment Inspection (at Factory)	At the end of production	Check if products are well-produced with spec and fix problems before delivered to port
Pre-shipment Inspection (at Port)	Before loading	Check if there is any severe damage while land transportation and fix problems before shipment
Loading Inspection	At loading moment	Check if products are well-loaded to prevent any damage while sea transportation

2. Production Status check

- Production status info will be provided in the middle of production just like the following sample

[Production Status check]

NO.	Items	Progress	Remark
1	ROUND PIPE 8" x 5.56 MM	75%	- Faster than expected schedule
2	ROUND PIPE 8" x 6.35 MM	50%	- Just in line with expected schedule
Total		62.5%	

3. Pre-shipment Inspection (at Factory)

- Execute inspection at factory and provide inspection report with photos
- Inspection covers the following 4 sections ;
 - Product Quantity : Check quantity conformed to sales contract
 - Measurement : Check OD, WT, Size, Length within tolerance

- Product Appearance : Check Bevel ends, Bevel protectors, Coating, Body mark conformed to sales contract
- Packing : Check Shipping tag, Packing conformed to sales contract
- You can figure out what inspection report would look like by checking our sample image

[Inspection Report I- Summary]

NO.	Inspection Section	Conform? (Y / N / Pending)	Remark
1	Product Quantity	Y	- All item quantity is all checked as Y.
2	Measurement	Y	- Item #11 is out of range about 0.01mm in WT
3	Product Appearance	Y	- Body mark look unclear, but still recognizable
4	Packing	Y	
Conclusion		Y	There are some minor discrepancies on thickness, length and black lacquer coating. But it's still in the range of acceptance.

[Inspection Report II- Product Quantity & Measurement]

ITEM	Order Q'ty	Finishe d Q'ty	Packe d Q't	Spec Requirement	Measurement (sample 2 pcs)	Conform? (Y / N / Pending)
ROUND PIPE 8" x 5.56 MM	570	570	570	- OD : 215.8 ~ 222.3 mm - WT : 5.94 ~ 5.17 mm - Length : 5,990~6,010 mm	- OD : 218.8 / 219.2 mm - WT : 5.274 / 5.256 mm - Length : 6,010 / 6,006 mm	Y
ROUND PIPE 8" x 6.35 MM	510	510	510	- OD : 215.8 ~ 222.3 mm - WT : 6.79 ~ 5.9 mm - Length : 5,990~6,010 mm	- OD : 219.4 / 219 mm - WT : 5.956 / 5.782 mm - Length : 6,007 / 6,002 mm	Y

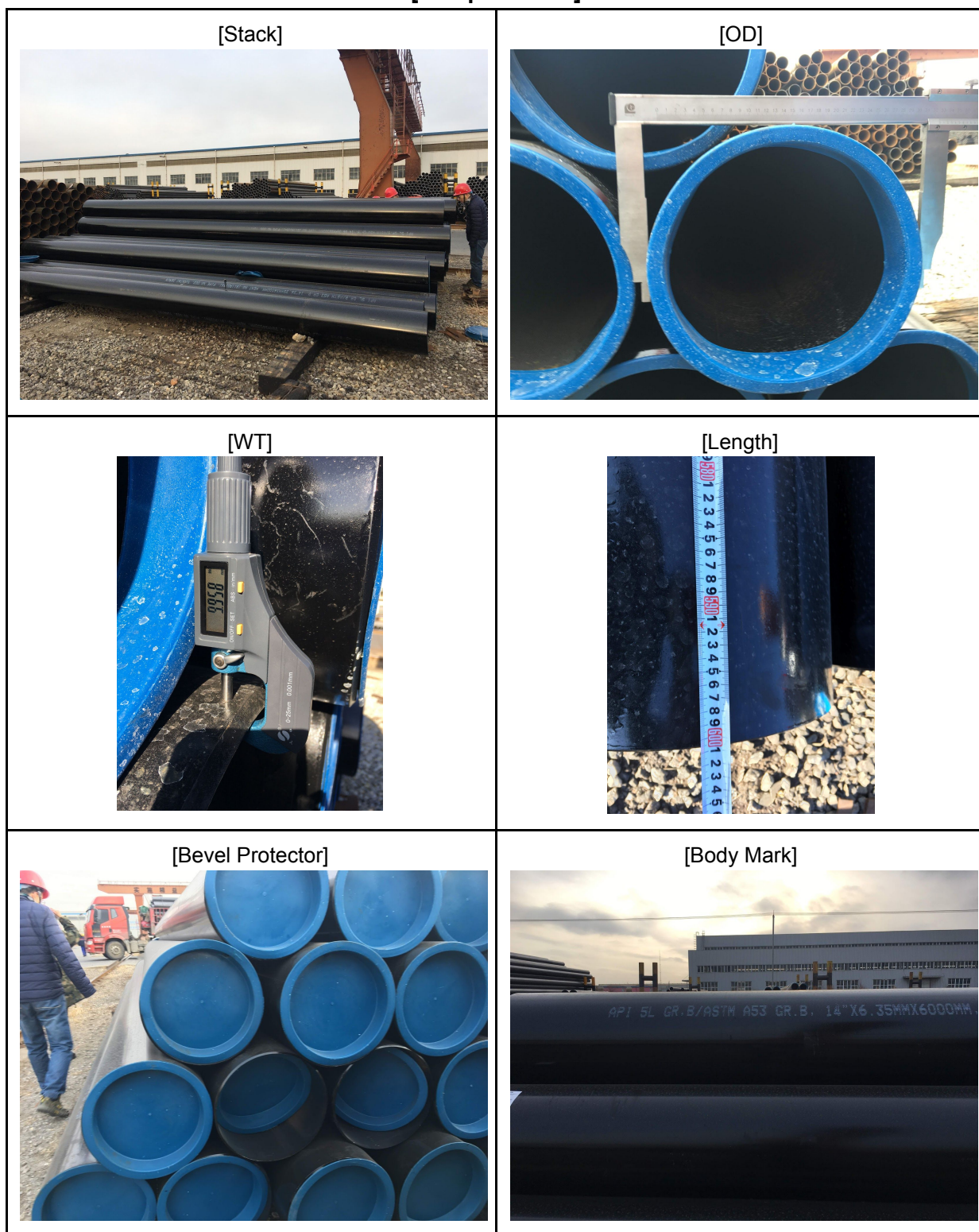
[Inspection Report III - Product Appearance]

Category	Requirement	Conform? (Y / N / Pending)	Remark
Product Style	- Bevel ends with plastic protectors - Black lacquer coating	Y	
BODY MARK	API 5L Gr.B/ASTM A53 Gr.B, O.D(MM) + W.T(MM) + LENGTH(MM), HEAT No., PIPE No., MAKER	Y	Body mark look a little bit unclear, but still recognizable.

[Inspection Report IV - Packing]

Category	Requirement	Conform? (Y / N / Pending)	Remark
Shipping Tag	API 5L Gr.B/ASTM A53 Gr.B, O.D(MM) + W.T(MM) + LENGTH(MM), Number of Pipe in bundle, MAKER	Y	
Packing	PVC wrapped packing	Y	

[Sample Photo]



* Above photo is just sample. In actual report, full set of photos would be provided.

4. Pre-shipment Inspection (at Port)

- Execute inspection at port and provide inspection report with photos
- Inspection covers the following 4 sections ;

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- Pipe Body : Check if there is any serious dent, big scratch and rust
- Bevel : Check if there is any damage on bevel surface and bevel protectors
- Body Mark : Check if body mark look clear enough to recognize
- Shipping Tag : Check Shipping tag, Packing conformed to sales contract

[Inspection Report - Port]

CATEGORY	Conform? (Y / N / Pending)	Remark
PIPE BODY	Y	- Dent or big scratch on pipe body was not found. - But some pipe body have a little rust.
BEVEL	Y	- Bevel condition was good. - Some bevel protectors were missing and broken. Ask the mill to repair and it's all fixed now.
BODY MARK	Y	
SHIPPING TAG	Y	- All of bundles were attached with shipping tag well. - Some individual pipes were missing shipping tag and ask the mill to repair and it's fixed now.
PACKAGE	Y	- A few of PVC packaging in square pipe have a little damage, but still okay to protect pipes.

[Sample Photo]

<p>[Stack]</p> 	<p>[Pipe Body]</p> 
<p>[Pipe Body]</p> 	<p>[Shipping Tag]</p> 

5. Loading Inspection

- Execute loading inspection at port and provide inspection report with photos
- Inspection covers the following sections ;
 - Check if any damage happen to our pipes during loading
 - Check if pipes are well-arranged in the ship to prevent damage during transportation
 - Take photos of pipes stored inside of hatch and get stowage plan from forwarder

[Inspection Report - Loading]

CATEGORY	Conform? (Y / N / Pending)	Remark
Loading	Y	<ul style="list-style-type: none">- There was no damage during loading.- Bundles of pipes were tightly positioned and protectors are well-arranged to protect possible dent or scratch during delivery.

[Sample Photo]

