



The Durham Manufacturing Company • 201 Main Street • Durham, Connecticut 06422-0230

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Over/Under for Custom Production Policy

At Durham Manufacturing, maintaining a production run variance of 5% is considered acceptable due to the intricacies involved in crafting custom products. This tolerance accommodates the unpredictable nature of material supply, machine performance, and paint/screening quality. Slight overproduction ensures we meet customer demand promptly, accounting for any production that does not meet our quality standards. This +/- 5% flexibility allows Durham Manufacturing to meet customer expectations. We will inform you of any quantity changes and invoices will reflect the correct amount of over/under production.

Custom products include:

- Special colors
- Screens or labels
- Design changes
- Any Durham product being modified in any way

For any questions, please contact our customer service department. 860-349-3427 option 1 or custsvc@durhammfg.com

Thank you for your understanding,

The Durham Management Team