



ARIZONA
CORRECTIONAL
INDUSTRIES

Arizona Correctional Industries
3279 E Harbour Drive
Phoenix, Arizona 85034
Anjelica Davis

Furniture Recovering, Re-upholstery & Refinishing

Thank you for your interest in using Arizona Correctional Industries (ACI).

ACI Work Programs offer a superior value in both upholstery and all types of furniture refurbishing. These shops are set up primarily as training programs. Inmates come in and out of the program learning the basic skills needed for a variety of different applications. Because of the training nature of these facilities, it is not uncommon to expect extended delivery times and the need for excess fabric or stains.

We hope that you will continue to support ACI's training programs, because your ultimate satisfaction is how we gauge the success of our inmate programs.



Get a new, fresh look to match your changing décor!



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A Guide for Our Caning/Refurbishing Customers

Do you have an old chair whose seat needs re-caning?

Re-caning is the replacement of damaged cane in furniture. ACI's Wood/Metal Operation in Florence is where re-caning is done. We can re-cane most styles of furniture. In addition, we can do rattan work using the sheets of rattan that are replaced and hand edged.

Also, ACI can do rushing and splint weaving. Splint weaving is done by hand and is very labor intensive, and therefore an expensive process.

In most of the current jobs, we do utilize Pressed Cane, which is manufactured and comes in rolls of different widths.





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A Guide for Our Wood/Metal Refurbishing Customers

Services:

ACI's Wood/Metal Refurbishing offers a wide array of wood and metal restoration capabilities. We are able to offer this variety because of our specialized skills and knowledge. ACI currently handles projects in the areas of:

- Wood Stripping
- Wood Refinishing and Refurbishing

Before we begin work on your project, we will do a thorough examination of your item(s) and a total cost estimate that covers all of the costs to finish your project.

Wood Refinishing and Refurbishing:

Refinishing involves the removal of the finish from the item, then applying new materials, to the customer's specifications. Materials such as; paints, lacquers, varnishes and stains. Certain refinishing projects may involve some partial restoration because of the customer's desire to maintain the integrity of the original item. Refurbishing is done to woodwork that is in reasonably good condition, but may have surface areas that are worn and that there may also be loose joints and some minor damage to the wood. The process of refurbishing may involve repairs, the replacement of missing or damaged parts and components, and regluing of joints.



Metal Refinishing and Refurbishing:

ACI works on metal and wood combination furniture, metal and laminated pieces and various other types of items where metal is a component part.



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A Guide for Our Metal Fabrication Refurbishing Customers

Services:

ACI's Metal Fabrication Refurbishing offers a wide array of metal restoration capabilities to choose from. We are able to offer a variety, due to the capability of the shop and its skilled and knowledgeable workers who handle the projects in these areas.

- Welding
- Sandblasting
- Powder coating
- Fabrication

To determine the proper cost, we need the following questions answered:

Does your project need any repairs? If so, please be very detailed in the description of the repairs. Does your project need sandblasting? Are there areas we should cover so they don't sandblast these areas? Are we powder coating your project? This is where cost can vary depending upon your choice of color. The shop has standard colors that we keep in stock for everyday use. When selecting a color, you can determine ahead of time if that color is a stock item by asking your representative. (NOTE) If your choice of a powder coating color is not a stock item, there will be an added charge for ordering a non-stock color.

To determining if we can refurbish your item(s):

Are there ball bearings on the parts you want to send? The shop will not remove any parts that require a special tool to remove them. You must remove them prior to delivering them to the shop. Gas tanks will not be powder coated unless they are brand new. Please furnish paperwork that shows you just purchased it or it will be returned back to you. It is the shop's discretion as to whether or not they will powder coat your gas tank.

Once we determine the extent of repairs to your item(s), our Industrial Yard will send a retail cost for the restoration of your item(s) and your representative will contact you.



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Metal Fabrication Sample Pictures





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A Guide for Our Powder Coating Customers

What is Powder Coating?

Powder Coating is the process of coating a surface in which a powder material is applied using an electrostatic or compressed air method. The applied powder is then heated (cured) to its melting point, after which it flows to form a smooth film which dries to a firm, durable finish that is very resistant to scratches, cracking, peeling, UV rays and rust.

Advantages to Powder Coating:

Quality:

The unique application characteristics of powder coatings provide superior consistency and uniformity of finish without sags, drips, runs, or bubbles. They provide extremely tough, durable films, enhancing the high quality, value-added image of consumer products. In general, the performance properties, such as impact resistance, flexibility and corrosion resistance of the powder coatings are better than with liquid paints. In many cases, merchandise is specifically being advertised as "POWDER COATED" because of the quality image it projects.

Economical/Environmental:

Powder coatings are frequently a cost saving alternative to liquid paints with respect to energy savings, labor costs, material usage, waste disposal, and overall line efficiency. Unlike many liquid paints, powder coatings are compliant with environmental regulations. Liquid paints often contain solvents, which can contribute to air pollution and, in some cases, ozone depletion. Powder coatings are free of such pollutants. The consumer can feel good about buying a powder coated product, which is ENVIRONMENTALLY RESPONSIBLE AND FRIENDLY.



QUOTE #

CUSTOMER INFORMATIONAL PACKET FOR SPECIAL PROJECTS

PLEASE READ CAREFULLY, SIGN PAGES 2 & 3 AND RETURN THEM TO CUSTOMER SERVICE

1 PICK-UP/DROP OFF

The customer is responsible for the drop-off and pick-up of their project. Drop off and pick-up is at the ACI Phoenix Central Office or the ACI Florence Warehouse by appointment only during the hours of 8:00am until 1:00pm Monday through Friday excluding State Holidays. *Contact an ACI Customer Service Representative at 602-272-7600 to schedule an appointment.*

2 QUOTES

Price quotes for projects require a cost estimate by our ACI staff. To achieve this, your item(s) must be sent to the appropriate shop for evaluation. The customer agrees to allow ACI to send their item(s) to the appropriate shop for an estimate. NOTE: No glass/mirrors allowed. Items containing any type of glass or mirrors will be refused.

3 QUOTE EXPIRATION

Once the estimate has been provided by experience ACI Staff, the customer will have 15 business days to accept the estimate and to *PROVIDE THE NEEDED MATERIAL*, if required, for the project. If the customer does not agree to have the work done, or the shop is unable to perform the work required, the item(s) will be returned to the Phoenix Central Office or ACI Florence Warehouse. The customer will have 15 days from the date Customer Service notifies them that the item(s) has been returned to the warehouse to pick-up the item(s). After 45 days from the initial notification, if the customer fails to reclaim the item(s), it is understood that ACI has been given license to dispose of, or sell, the item(s) to recover any costs associated with the work done on the item(s).

4 DEPOSIT

A 50% deposit is required before a project can begin production. Payment is made in the form of a check or credit card at the Central Office. Customer Service will notify the customer when the work has been completed and the item(s) is ready for pick-up. The customer will have 15 days from the date of the initial notification by Customer Service to reclaim their item(s). After 45 days, if the customer fails to reclaim the item(s), it is understood that ACI has been given license to dispose of, or sell, the item(s) to recover any costs associated with the work done on the item(s).

WARRANTY INFORMATION FOR CUSTOMERS

A warranty on workmanship of 90 days will be in place for all upholstery and wood/metal refurbishing. Arizona Correctional Industries warranty of work completed does not include nor cover damage that occurs as a result of misuse, abuse, accident, institutional/commercial use or in transit or shipping from the manufacturing facility. Because of the training nature of the program and the craftsmanship involved, the turnover of inmate workers may mean that minor variations will occur from piece to piece. Therefore, this warranty does not cover such differences in the pieces of any customer's current or previous order.

The materials used are warranted only to the extent of the warranty provided by the manufacturer of the material. Some materials are not guaranteed for wearing quality. If fabrics chosen are not specifically designed for upholstery application, ACI is not responsible for their ultimate performance on any upholstered piece.

SECURITY WARNING/CONTRABAND CLARIFICATION

ACI is an INMATE training division of the Arizona Department of Corrections. ACI employs INMATES to produce quality products while learning skills not previously experienced.

By contacting ACI's customer service department, you have expressed an interest in the services ACI can provide using learned inmate labor skills.

You have also exposed yourself to the SECURITY REQUIREMENTS of any transaction between yourself and ACI.

SECURITY IS OF PRIMARY IMPORTANCE, therefore, NO CONTRABAND is allowed to be transferred by or through the project(s) you present. The responsibility is fully yours for any contraband found and you will be prosecuted to the full extent of the law.

- ▶ Possessing a weapon, narcotic drug, marijuana, camera, explosives, or other contraband on prison property is a violation of state law and will be prosecuted to the full extent of the law pursuant to Contraband Statute [ARS 13-2505].
▶ All persons, including employees and visitors upon entering this institution - including the ACI Central Office, the parking lot, and all grounds surrounding this institution are subject to routine searches of their person, articles, or vehicle.

Contraband: Any item considered to be a detriment to the safe and orderly operation of an institution. Contraband includes , but is not limited to:

- Any item which could be used as an aid to escape
• Any item which could be used to disguise or alter an inmate's appearance
• Any item of clothing, or items for personal use or consumption that are not cleared first through security or the property room of the institution.
• Cameras, video, audio, or related equipment, unless authorized by order of written instructions.
• The introduction and/or possession of any separate components which may aid in the use of wireless devices and/or multimedia storage devices. This includes, but may not be limited to:
- Cell phone, cell phone chargers, cell phone batteries
- Mobile chargers
- Any other item which staff reasonably determines may aid in the use of wireless devices and/or multimedia storage devices.

I, [Print name clearly] _____ have read and understand the Security Warning/Contraband Clarification and agree to its terms.

Customer Signature

Date

Anjelica Davis, Customer Service Representative III

