

FAQs

Frequently Asked Questions

Q: How can I order samples and/or literature?

A: You may submit a request in several ways: through our [order samples](#) page, by faxing to 510-632-0852, or by calling our office at 510-632-0853 x 40. In order to receive a prompt response please be sure to provide your job name as well as the applications being considered for our material.

Q: Can I order a full chain or set of metal samples?

A: Chain/chip sample sets are not available, however all patterns and color options can be viewed on our [colors](#) and [patterns](#) pages and in our printed literature. Our samples are relatively large (5"x7"- 12.7 x 17.8 cm.) to show a fair representation of our unique patterns, and we ask that you limit your request to three (3) samples specific to your project. Please call us for details.

Q: When will I receive the samples I requested?

A: Literature/Samples should arrive in 5-7 business days via USPS Priority Mail.

Q: I'm in a rush, can I get sample right away?

A: Yes, for overnight delivery please submit your request by 12:00 noon Pacific Time and include your preferred courier's account number (our preference is FedEx, we can also ship via UPS, Airborne, and DHL).

Q: Are samples available in all Móz patterns and color combinations? How about Móz perforated metals and stainless steel?

A: With solid and perforated metals available in 12 patterns and 16 color finishes (plus natural clear), there are over 600 possible combinations from our standard line alone! To serve our clients' needs we do our best to maintain sample inventory of all pattern and color combinations in solid metals, while perforated and stainless steel samples are limited. Please be aware that substitutions may occur, particularly for perforated and stainless steel samples, due to fluctuating inventory.

Q: I'm currently a student, can I have samples and literature sent to me?

A: We appreciate your interest in our company and look forward to working with you in the future, however we must limit our mailings to school librarians so that our materials may benefit all the students at your university. Please have your school's Resource Library [contact us](#) and we'll gladly forward appropriate literature and samples for your reference.

Q: How can I find out about prices? Do you have price lists?

A: Please contact us directly for pricing information, we do not send out price lists as pricing and

shipping vary by quantities and selections. For pricing of Custom Fabrication projects please submit drawings for our review to begin the estimating process.

Q: Do Móz metals have phenolic backing?

A: No, our standard metals are solid core aluminum .040" thick (.050" for perforated), and can be applied as you would a standard laminate. The structural stability provided by this solid metal allows for more versatility than standard laminates. Please visit our [Portfolio](#) for images of the many possible applications.

Q: Can I bend or post-form with Móz Metals?

A: While we do not recommend tight bending/rolling or post-forming due to the painted surface of our metals, we offer full in-house fabrication services to meet your needs. For more information we encourage you to explore our [Custom Fabrication](#), [Workability](#) and [Products](#) pages, or contact us for details.

Q: What is the standard lead time? Are your metals available "off the shelf"?

A: Móz Metals are manufactured custom to your order. Production time is typically 2 to 4 weeks depending on your selections and quantities. We also have a new Quick Ship program where you can order 1-3 sheets of our most popular patterns and color to deliver even faster. Visit our [QuickShip](#) page to learn more. Lead times for Custom Fabrication projects vary depending on the scope of work, please [contact us](#) for details.

Q: What direction does pattern run on a sheet of Móz metal?

A: We have both non-directional (Seashell, Clouds, Thunder & Clouds, Waterslide, Coral) and directional (Kelp, Smooth, Waterfall, Waves, Ripples) [patterns](#). Our directional patterns run along the 96" or 120" length of the sheet, or if needed the pattern can be applied running along the 48" width for an additional fee. For Móz Custom Fabrication and Systemized Solutions the patterns can be applied in various directions to accommodate your design needs, please [contact us](#) for details.

Q: Is there a minimum order?

A: Yes, our minimum Decorative Metals order is for two sheets in any of our color finishes or one sheet in our natural clear finish. Production set-up fees will be incurred for orders not meeting the minimum. Visit our [QuickShip](#) page to learn more about our stocking program where we can ship 1 sheet with no set up fee from our most popular patterns/colors. Minimums for Móz Custom Fabrication and Systemized Solutions vary, please [contact us](#) for details.

Q: Can Móz Metals be used for exterior applications?

A: Yes, additional UV and exterior coatings can be applied to most of our products for an additional fee, please visit our [Finishes](#) page or [contact us](#) for more details