



# Custom Products Manual

*Effective Spring 2010*

## **Section 1: General Information**

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## Order Placement

- As a Conestoga customer, a Regional Customer Service Team will be assigned to your account. This team will be your primary contact when dealing with orders and customer service issues.
- Each team has its own direct toll free phone and fax lines to ensure that your communications will be quickly and accurately directed to your representatives.
- The Customer Service Department will notify you of your Customer Service Team regional letter (a letter from A to F) upon the receipt of your initial order. We suggest that you record your team's information in the space below.

Customer Service Team Regional Letter: _____	Service Team Members	
Phone		
Fax		

Conestoga offers four methods of order placement: OrderLink, fax, mail and email. Fax and phone numbers of your Customer Service Team are listed on the first page of this manual.

- OrderLink is an order entry software package that provides an easy way to obtain instant pricing and electronically place orders. For more information on OrderLink, contact your Conestoga Sales Representative.
- Fax lines are available 24 hours a day, seven days a week.
- Phone lines are open during office hours – 7:00 a.m. to 5:00 p.m. (EST), Monday through Friday.
- If you receive the automated recording, remain on the line and your phone call will be answered in the order it was received.
- When sending orders via US Mail, use the address below. The address must include your Regional Letter where indicated, followed by the word “ORDER”

Conestoga Wood Specialties Corp.  
ATTN: Customer Service Region (regional letter here) – ORDER  
245 Reading Road, PO Box 158  
East Earl, PA 17519-0158

- For timely arrival of your order to us, Conestoga recommends using OrderLink, fax or email.

## Order Forms

- All orders must be submitted in written or typed form on Conestoga order forms or on pre-approved customer purchase order forms. **Verbal orders will not be accepted.**
- Conestoga has a wide variety of pre-printed order forms. For your convenience, a master copy of each form can be found at the end of this manual.
- Incomplete order forms will delay order processing. Complete all header information. If you use your own order forms, include all of the required fields. Your Customer Service Team or Sales Representative are available to assist you in developing your forms.
- Use Conestoga terminology when placing orders. Our terms are consistent throughout all of our published documents and order forms.



## *Order Forms (continued)*

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- For definitions, clarifications and helpful hints where available, refer to the back of your Conestoga order form for ordering notes. If you have questions that are not answered on the order form or in the catalog, contact your Customer Service or Sales Representative for assistance.

## *Custom Product Quote Requests*

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- Instant product quotations can be generated via OrderLink; contact your Sales Representative for more details.
- All product quotation requests must be submitted in writing. Clearly write “Quote” in the space provided for either the purchase order or instructions.
- Quotes will be processed within 24 hours of receipt. Quotes can be emailed or faxed if the customer is enrolled in an automated acknowledgement program. All other quotes will be mailed.
- To convert a quote to a purchase order, simply sign the last page of the quote acknowledgement and return it to Conestoga to be processed.

## *Customer Purchase Order*

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- We suggest that you use unique purchase order numbers or names for every purchase order submitted to Conestoga. These purchase order numbers or names will show on all of our documentation and will help both you and Conestoga keep track of specific orders and avoid order duplication.
- Our computer system will allow the same purchase order number or name to be used more than once. Therefore it is extremely important that you verify your paperwork before it is submitted to Conestoga for processing.
- Orders that have been submitted to Conestoga more than once will be the responsibility of the customer. If you question whether your order has been received, contact your Customer Service Team for verification.

## *Order Acknowledgements*

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- Conestoga acknowledges all orders via email, fax, OrderLink or first class mail. These acknowledgements are sent to our customers to confirm that the order we entered into our computer is consistent with information provided. Please review all acknowledgements for accuracy as soon as you receive them.
- If order entry errors are found, contact your Customer Service Team **immediately**.
- To get acknowledgements to our customers as quickly as possible, we offer an email system or an automated faxing service. To receive email acknowledgements, simply contact your Customer Service Team with your company’s email address. To use the automated fax acknowledgement service, a customer must have an automated answering fax machine that is active 24 hours a day. If you are interested in either service, contact your Customer Service Team.
- With email or automated fax service, a customer receives an emailed or faxed acknowledgement in place of a mailed one. Both types of acknowledgements are transmitted the evening after the order is entered and scheduled. For those customers that do not utilize our email or fax acknowledgement programs, hard copy acknowledgements are mailed the day after the order is entered and scheduled.



## *Order Changes/Cancellations*

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- Orders that have been entered into the computer system but not released into production can be modified or cancelled with no additional upcharge. Orders having been released into production may be modified or cancelled upon approval, and is dependent on how far the item(s) have progressed through the manufacturing process. **An upcharge will be applied to the original purchase order for any modifications made to orders having been released into production.** Order change fees will vary and are determined by the manufacturing completion percentage. Change or cancellation requests may be denied altogether if the product has progressed beyond a critical manufacturing point. Order lead-times may be affected.
- Change and cancellation requests should be made using a Conestoga order form. Clearly write "Change Order", be sure to include the original purchase order and indicate which items are to be modified or cancelled.
- Certain products or order types, such as code red expedites, cannot be modified or cancelled due to the short manufacturing cycle.

## *Credit Terms*

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- Conestoga has two types of accounts: 100% pre-pay and open credit terms. 100% pre-pay accounts require Conestoga to receive full payment for orders before work begins. Payment can be made by credit card, check, Western Union, money order or bank wire. Conestoga accepts Visa, MasterCard and Discover credit cards. Fax the credit card form that was sent with your acknowledgement to the Credit Department to begin your order.
- All new customer accounts are initially 100% pre-pay until Conestoga has received, processed, verified references and approved your credit application. For a credit application, call your Sales Representative or our Credit Department. Credit applications typically take 10-14 days to process.
- Customers with open account credit terms (2% 10, net 30) are subject to the terms and conditions as stated on Conestoga's application for credit and will be reviewed periodically. Past due balances are subject to a late fee of 1.5% monthly or 18% annually.
- Lead-times for 100% pre-pay customers begin one day after receipt of payment.
- Customers who have not ordered product for a period of one year or more will be deactivated in our computer system. If you believe your account may have been deactivated and want it reactivated, contact your Sales Representative. All reactivated accounts will be 100% deposit until an updated credit application is submitted, processed and approved.

### **State and Local Sales Tax**

- Conestoga must have a valid state sales tax exemption certificate from customers requesting purchases be exempt from state and local sales taxes. We are required to charge relevant state and local taxes on all your purchases if we do not have your certificate on file. A state sales tax license or seller's permit will not be sufficient to exempt your purchases. If your company makes purchases from us which we ship to other states, you may be charged sales tax applicable to the destination state; state laws vary widely.
- If your purchases are taxed and you submit a tax exemption certificate at a later date, be aware that Conestoga can only issue credit for taxes charged 60 days prior to the date we received the certificate.
- If you have any questions regarding sales tax exemption, contact our Credit Department at 1-800-863-9561.



## *Shipping Options and Methods*

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- Conestoga offers a wide variety of shipping methods, including our company-owned fleet trucks, common carriers and UPS or Federal Express. Conestoga will choose the most economical, timely and reliable method.
- Conestoga operates several daily and weekly route trucks to many parts of the Northeast, Southeast and Midwest. These route trucks are designed to deliver customer orders economically, reliably and damage free. This service provides a dependable daily or weekly arrival time at the customer's site. If you are interested in using the Conestoga route truck service, please contact your Sales Representative for more information. This service is available on a limited basis. Several guidelines and restrictions apply.
- Common carriers are used to ship larger orders outside of our delivery routes, to lower volume customers or to regions more difficult to access. Conestoga has negotiated discounted rates with several carriers and will choose the most economical and timely carrier for your area.
- Customers' facilities must be able to accommodate LTL shipments. Truck dock and skid-handling equipment is required in order to receive these shipments.
- UPS and Federal Express are the primary shipping methods used to ship smaller orders and groups of orders totaling less than five packages.
- First and second day air services are available via UPS and Federal Express for products whose weight and size qualify. Any special air freight premiums are the responsibility of the customer. Contact your Customer Service Team with questions regarding your options when using these premium shipping services.
- Because all finishing materials are flammable, they are classified as Hazardous Materials by the shipping industry. Although limited quantities of finishing materials can be shipped by air, shipping charges are extremely expensive and will be incurred by the customer. Finishing materials shipped by common carrier require special handling designated by the shipping industry. Additional Hazmat charges are incurred and will be the responsibility of the customer.
- Conestoga offers a packaging process called zero pack. This method utilized far less corrugated material and significantly reduces the amount of time and labor required to receive and unpack product. The zero pack process will be utilized at Conestoga's discretion for shipments of 30 pieces or more. Shipments of 29 pieces or less will continue to use the box packaging method.

## *Handling & Packaging Upcharges*

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- Small order quantity charge:  
A \$3.95 net charge will be included for small quantity orders containing 1 to 3 pieces. This charge is necessary to offset costs associated with processing, handling and packaging small quantity orders and will be assessed on all custom product orders, including expedites. Cabinet Systems orders and Cabinet Systems parts orders are exempt from this fee.



## *Handling & Packaging Upcharges (continued)*

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- Oversize packaging charge:  
Oversized products will be packaged using honeycomb cardboard to protect against shipping damage. A product will be considered oversized if it meets one of the following criteria:

- ❖ Dimensions exceed 35" in width and 35" in length
- ❖ Dimensions exceed 85" in width or 85" in length

Each oversized product will incur a net charge of \$24.95 for packaging. Customers requesting oversize packaging will also receive the \$24.95 per piece net charge. Mouldings and Cabinet Systems parts will not be included in the oversize packaging program and are exempt from this fee.

## *Drawer Box and Cabinet Systems Orders in Kenly, North Carolina*

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- Most orders produced in our Kenly facility, for customers located south of the Mason Dixon line, will ship direct from our Kenly, North Carolina facility.
- Most orders produced in our Kenly facility, for customers located north of the Mason Dixon line, will first ship to our East Earl facility for consolidation and then to our customers.
- Expedites will ship direct from our Kenly facility. These costs are the responsibility of the customer.

## *Conestoga Freight Terms*

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- Open Credit Terms
  - ❖ Customers with open credit terms will be shipped prepaid via common carriers. A "freight only" invoice will be generated by Conestoga per delivery.
  - ❖ All orders that ship via a Conestoga route truck service will be consolidated daily and one "freight only" invoice will be generated per delivery. Rates vary by zone and weight.
  - ❖ UPS and Federal Express will be shipped prepaid and the charges will be added to each invoice.
- 100% Pre-Pay
  - ❖ Customers will be charged for shipping at the time the order is placed.
  - ❖ Conestoga will estimate the weight of the order and utilize a zone freight matrix to determine freight charges.

## *Customer Pickup*

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- A 2.5% handling fee is added to all customer pickup orders due to staging, storage and double handling of the product. All customer pick-ups must be scheduled through our Shipping Department at least four hours prior to the desired pickup time.
- Customers picking up their own orders are asked to do so within three days of the promised ship date. If the orders are not picked up within three days, Conestoga reserves the right to ship the orders and charge the customer a reasonable amount for the additional cost of the freight.



## *Damaged and Defective Product Policies*

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- Notify your Customer Service Representative within 12 working days after receipt of shipment if you receive any products damaged, defective or in error. Our fax numbers are listed on the first page of this manual. Submitted claims must include the following information:
  - ❖ Original order and invoice numbers
  - ❖ A list of the defects or errors in the product(s)
- Returns of non-defective merchandise will not be accepted.
- A Customer Service Representative will work with you to determine the options that will best resolve your issue.
- Conestoga will ship replacements or missing items as soon as possible after a claim is reported. However, we reserve the right to issue replacements at normal product charges until a reasonable investigation of the replacement has been performed. Conestoga may require product to be returned for inspection prior to replacement to ensure that the problem will not re-occur. A copy of our return authorization form, supplied by your Customer Service Team, must accompany all returned merchandise.

## *Replacement Order Process*

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- Replacement orders will be processed as quickly as possible. See the Replacement Expedite Program Chart in the Lead-time section of this manual for details.
- All replacement orders will be processed according to the customer's normal payment terms. A credit will be issued against the original order for all replacement items.

## *Return Merchandise Authorization (RMA)*

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- Because our products are custom manufactured from natural materials, we will frequently ask to have any or all incorrect products returned for quality control inspection. This inspection process is necessary to improve our overall quality and delivery performance.
- To have products returned, your Customer Service Representative will issue a Return Merchandise Authorization (RMA) form to you via e-mail, automated fax acknowledgement or the mail. This RMA form will list the products that you have claimed as defective. Please mark your return cartons and boxes with the RMA number listed on this form.
- All returned merchandise must be shipped with secure, protective packaging materials.

## *Freight Damage Claims*

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- Conestoga will process all claims for damaged products shipped on Conestoga's trucks.
- UPS and Federal Express damage claims must be filed by Conestoga, and will be paid to Conestoga. All packaging materials and damaged product must be retained by the customer for inspection or collection by UPS or Federal Express.
- Common carrier claims must be filled out by the customer with the appropriate freight carrier. Conestoga will replace damaged items with no expedite upcharges.
- In all situations, if a shipment contains a damaged package or skid, the freight bill must be marked "Damaged" or "Subject to Inspection". Both the receiver and delivery person must sign the freight document. If the freight bill contains no notation of damage or appropriate signatures, the freight carrier will not honor the claim.



### *Freight Damage Claims (continued)*

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- Conestoga recommends all freight bills be signed by the customer “Subject to Inspection”. This will aid in possible concealed damage claims.
- Damage must be reported within 12 business days after receipt of product. Claims for damaged products after 12 days will be denied.

### *Missing Product Claims*

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- For missing product claims, Conestoga will initiate an investigation of the original shipment. The research will include our picking documents, skid listing and bill of lading. These documents will verify if the proper number of products were loaded on the delivery truck. The bill of lading will show proof of delivery or notations of any delivery or receipt issues.
- Based on the results of the investigation, Conestoga will either issue a credit to your account or notify you that your claim has been denied.
- Conestoga requests that customers verify the package count within five business days, and the total number of items and sizes within 12 business days. Claims filed for missing products after 12 business days will be denied.

### *Customer Receiving Process*

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- Each pallet delivered will contain a skid ticket. The skid ticket lists each package on the pallet by the order number and a three-digit pallet number beginning with 001. Customers should inspect each pallet within five business days of receipt to verify package count on the pallet.
- A complete packing list will be included with the delivery. This packing list is a summary of all products shipped, including oversized packages that will not fit on a pallet. Package counts should be verified by customer within five business days.
- For Conestoga route truck deliveries, Conestoga truck drivers will assist you in verifying that you have received all products listed on a skid report. The skid report documents each skid number and the packages on each skid. Any oversized or loose packages will also appear on the skid report. Your receiver will be asked to sign the skid ticket and bill of lading as verification that delivery of all packages listed has occurred.

### *Warranty Information*

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- Conestoga Wood Specialties Corporation warrants that, for a period of one year from date of shipment, our products will be reasonably free of defects in materials and workmanship. When properly handled, our products will conform, **within acceptable tolerances**, to applicable manufacturing specifications. This limited warranty applies only to Conestoga products which are stored, handled and installed properly. Conestoga will not be responsible or liable for any indirect, consequential or incidental damages or costs sustained by the user.
- Conestoga’s warranty is limited solely to the value of the original materials purchased from Conestoga and is further limited in amount to the purchase price paid for such materials. Conestoga will not be liable for the cost of extraneous materials, labor, travel costs, installation expenses or other related expenditures.
- Natural characteristics in the wood (burls, grain patterns, pin knots, mineral deposits, sap, etc.) that fall within Conestoga’s specifications will not be considered defects.
- Conestoga will not be liable for damages to products caused by improper handling, storage, assembling, finishing or installation by the customer. Our products are not warranted against expansion occurring as a result of high moisture or humidity conditions.



## Warranty Information (continued)

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- Conestoga's finished products carry a one year warranty against peeling, blistering, fading, or cracking, but no warranty against discoloration. Conestoga assumes no responsibility for damages or poor color match when finish is applied by the customer.
- Some species, particularly Cherry, will darken naturally with age. Conestoga is not liable for the change in appearance of any product, finished or unfinished, due to this aging process. Results of aging will be more obvious when using clear, light or glazed finishes.
- Mitered doors allow a .010" joint gap 1" from the inside bead.
- Mitered doors are not warranted against joint separations that occur as a result of high humidity or moisture conditions. Painted or opaque finishes are not recommended on mitered designs.
- Veneered panel doors are not guaranteed to match solid wood framing on the same door in either the raw or finished state. Veneers will absorb stain differently than solid wood. The mismatch of solid and veneers is not considered defective.
- Solid wood moulding color may differ from doors of the same specie.
- Because the individual staves of the panel continue to contract and expand, lines may appear on solid wood panels and offsets may develop from one stave to another. These will not be considered defective.
- Panels that exceed 22" wide by 44" high in either single or multi-panel products are not warranted against expansion, warpage, cracking or open framing joints.
- Conestoga will warrant one piece products against expansion, warpage or cracking if they are within the following parameters:
  - ❖ If the product is less than 12" wide and 22" high, it will be warranted if the expansion or warpage is greater than 1/8".
  - ❖ If the product measures between 12-1/16" to 22" in width, or 22-1/16" to 44" in height, it will be warranted if the expansion or warpage is greater than 1/4".
- All three-piece drawer fronts over 30" wide and 14" high are not warranted against expansion, warpage, cracking of panels or cracked joints.
- Conestoga expressly disclaims any and all other warranties, whether expressed or implied, including all warranties of merchantability and warranties of fitness for a particular purpose with respect to its products.