

Product additions and changes:

Jewelry trays: effective 2-11

- **Color** is changing to grey
- **Sizes** are changed to fit 18" / 24" / 30" wide x 14" deep drawer box sized for UNDERMOUNT SLIDES only (new 14" slides available)
- **Top tray** option available for a two tier tray
- **velvet drawer liners** - discontinued
- **DRAWER KITS** - available as a complete kit with drawer box, 14" or 18" undermount slide, drawer face and optional sliding tray or lock
- For custom sizes and other related products, feel free to contact :
<http://www.octobercompany.com/index.htm> – *we will no longer special order trays*

Touch up kits: effective 2-11

- **Mohawk "jiffy kit"** includes a crayon and matching marker. Available for all 16 "quick ship" colors to help with chips, scratches and nail holes on your melamine parts and doors.

Hinges: effective 1-21

- **Soft close** will be our standard hinge for full and half overlay and has a price adjustment
- **Specialty hinges** will be unchanged (180 degree, blind corner & 45 degree)

Drawer slides:

- **Concealed undermount slides** are switching to the Richelieu brand as we can offer a 14" depth along with the 12", 15", 18" & 21"
- **Scoop front** option is now available in the dovetail drawers

14" panels: effective 2-11

- **The drilling pattern** will change from the front holes drilled at 69mm setback to a 37mm setback. This will allow doors to be easily used on 14" panels as well as the new 14" undermount slides. The only *issue* is the rod will move 1 ¼" forward

Colors: effective 2-11

- **See "current color offering"** for color changes on the quick ship as well as the special order color list and discontinued colors **see page 6**
- **Sample boxes** are available for the 16 quick ship colors. *This is what you should be showing your customers !* **The full sample box many of you have contains samples for our 5-piece door program and many colors are not available in closet parts !!!**

Decorative hardware: in effect

- **Knobs and pulls** - the selection has been streamlined recently and has our most popular styles and finishes only
- For additional selections, you can purchase from the following:
<https://www.richelieu.com/us/en/> , <https://www.hafele.com/us/en/> or <https://www.hardwareresources.com/>

Canary Closets and Cabinetry changes for the 2019 new year

Five piece doors: in effect

- *Mirror inserts* – were discontinued as of 11-1-18
- *White smooth* – finish is discontinued (we still have a small supply for warranty work)

Baskets: effective 1-21

- *Dark bronze* – discontinued due to weak demand
- *Satin nickel* – is our only choice and compliments all finishes
- *For other sizes and finishes* – go to these vendors: <https://www.richelieu.com/us/en/> , <https://www.hafele.com/us/en/> or <https://www.hardwareresources.com/>

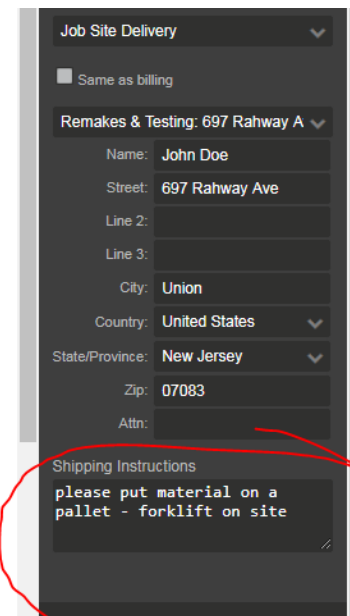
Policy changes: effective 1-21

Shipping methods:

Simplified to three choices only:

1. *Pick up* – this is for the customer who is picking up at our Union, NJ shop location
2. *Ship best way* – we will decide the most efficient and cost effective means to get you your product. Methods may include: FedEx ground, FedEx freight, various trucking companies or local courier
3. *Job site delivery* – this is for the customer who wants their product delivered to their job site (limited to a 150 mile radius of Union, NJ) **This is a “curbside” delivery – you must have men on site to unload.**

NOTE: If you have any special needs such as: palletize my order, crate my order, call before delivering, ship to terminal etc. – put those notes under “shipping instructions”



The image shows a screenshot of a shipping form titled "Job Site Delivery". The form includes fields for "Name" (John Doe), "Street" (697 Rahway Ave), "City" (Union), "Country" (United States), "State/Province" (New Jersey), and "Zip" (07083). A red circle highlights the "Shipping Instructions" field, which contains the text: "please put material on a pallet - forklift on site".

Rush Orders:

There will be ONE choice only

- *RUSH ORDER* - there will be a new icon under “categories” in Allmoxy
- *A 30% upcharge applies to any rush order* with a \$50.00 minimum charge
- *Completion is within 3 days*
- *Not available for assembled cabinetry*



Canary Closets and Cabinetry changes for the 2019 new year

Order Changes:

- If you need to change anything on an order after it is “**VERIFIED**”, there is a \$25.00 charge for reprocessing – *be sure your order is correct before you submit it*
- After an order is marked “**IN PROCESS**”, it is too late to change anything as it is literally in the shop ! *therefore NO CHANGES can be made*

Return Policy:

All our parts, doors, drawers and cabinetry are custom made to order, therefore, not returnable! Returns on hardware and molding are subject to a 30% restocking charge.

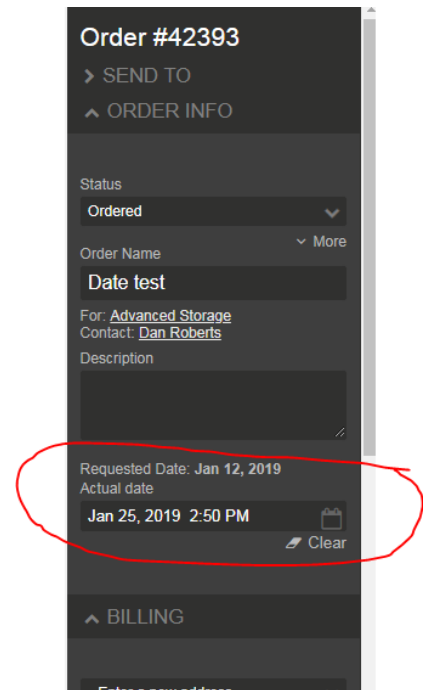
Box and Crate charges:

- **Boxes for shipping - \$6.00 charge**
- **Crates for shipping - \$55.00 charge**

NEW Requested date feature in ALLMOXY:

- **You can “request a date”** when you place your order in Allmoxy
- **Why is this important?** - if you don't need your job for 30 days and want to order it well in advance, it helps you so we don't give you a 6 day delivery date, requiring you to have your order delivered. This also helps us with our production planning.
- **What if I request a date that is less than the standard lead time ?** – we will verify your order with the date adjusted to the minimum lead time – if you need a RUSH order, please order it with the RUSH order option.
- **Please request a ship date at the lead time or beyond !**
- **Your confirmed ship date will appear on your order at the “in progress” status**

Order Name: Date test
Order Status: Ordered
Date Ordered: 01/12/2019
Payment Due By: 01/25/2019
Projected Ship Date: 01/25/2019
Shipping Method: Customer Pickup

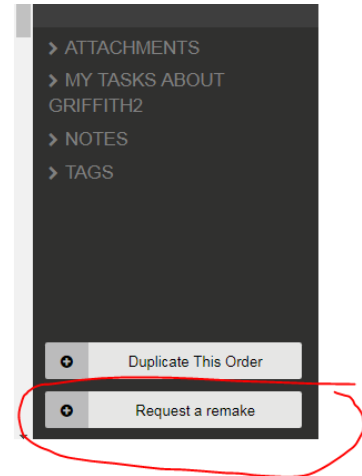


Storage of complete jobs:

- **You have three business days** after your order is complete to have it either shipped to you or picked up
- **After three days**, your order will be sent to storage and a \$20.00 per day charge will be applied
- **Payment** - your stored job must be paid in full

Remakes and Missing parts:

- *Use the “Request a Remake” function in Allmoxy by going back to your order*
- *This is the fastest way to get the parts you need*
- *All claims must be submitted within 10 days of receipt of order*



Lead time clarification:

Lead times vary depending on the type of product and are based on production days. *For example:* a 6 day lead time order comes in on Monday 2-4 before 2:00, the order will be ready for pick up or shipment on the morning of 2-13. Should the order be placed after 2, the pick-up day would be 2-14

Lead times as follows:

Quick ship closet parts	6 production days
Closet pro jobs	7 production days
All other closet parts	10 production days
Five piece doors and drawer faces	6 production days
Unassembled cabinetry	10 production days
Assembled cabinetry	15 production days

Price changes: effective 2-11

- *All melamine parts:* increase 4%
- *Drawers:* no price change
- *Hardware, rods, baskets and accessories:* increase 8%
- *Moldings:* no changes
- *Doors:* no changes

Samples:

The following sample options are available for purchase on the Allmoxy site:

- ***“quick ship” closet color kit*** – 16 colors
- ***Full line color kit*** appx 60 colors – every color we offer in doors (note: not all products available in every color)
- ***Door samples***- 4 profiles, no guarantee on color! If you want a specific color, you must order the doors off the regular door menu
- ***Start up kit***- 4 doors, 4 brochures, full line color samples, quick ship samples



Samples

Allmoxy changes: effective 2-11

- ***New Closet Parts Menu*** – A simplified menu for ordering closet parts is on its way. Features include a drop-down selection to chose products so colors and types can be changed easier. New panel types and options available as well as pop ups to help avoid mistakes.

Closet Pro design tool policy changes: effective 2-11

- ***The “spirit” of Closet Pro*** is to design within the system. We understand the need for customization and changes, however, there will be a flat rate of \$50.00 charged for any changes we need to make to your project, plus any additional cost of parts.
- ***SUPPORT*** – *we offer free technical support through the support tab in Closet Pro – if you want personalized phone or in person support, that will cost you \$75.00 per incident*
- ***COMING SOON (within 60 days)*** – *all Closet pro orders will be sent to Allmoxy as a “bid”. It will be up to you to alter your order if you need to and place it as an order.*

Current Closet & Cabinet Parts Color Offering: effective 2-11

These changes do not apply to the 5 piece doors and molding program.

In order to streamline production by batching jobs, keep pricing competitive and lead times quick, we are continuing with our quick ship program with some changes in the color offering. There will be 16 “quick ship” colors at the 6 production day lead time and the balance, 24 colors will be a 10 day lead time with a 7% upcharge. Discontinued colors are listed at the bottom. The program is as follows and the pricing is at 4 levels:

Price level 1

6 day	10 day
white	

Small sample boxes are available with the 16 quick ship colors.

Price level 2

6 day	10 day
White woodprint	Moon light
Antique white (ivory)	Candlelite
Ruby Plank Maple	Summer Flame
White Chocolate	Chocolate Pear
Milk Chocolate	Brushed aluminum
Dark Chocolate	
Black	
Fog Gray	

Price level 3

6 day	10 day
Latitude North	Latitude East
Spring Blossom	Latitude West
Summer Breeze	Autumn Leaves
River Rock	Winter Cherry
	Boardwalk
	Beechwood
	Northwester
	Southwester
	Breakwater

Price level 4

6 day	10 day
Sunset Cruise	After Hours
Weekend Getaway	Apres-Ski
Winter Fun	Casting at First Light
	Stargazer
	Sunday Brunch
	Tete-a-Tete
	Tea for Two
	Nizza
	Cannes
	Cassis
	Esterel
	Skye
	Ember

Discontinued colors:

Lattitude South - Rustick Cherry - Chill - Strata - Canyon - Vintage - Silva - Zahara - Riva - Mystic