



Service Policy

Shipping methods:

Simplified to three choices

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”

Box and Crate charges:

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

Rush Orders:

There will be ONE choice only

- **RUSH ORDER** - see the 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**



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**

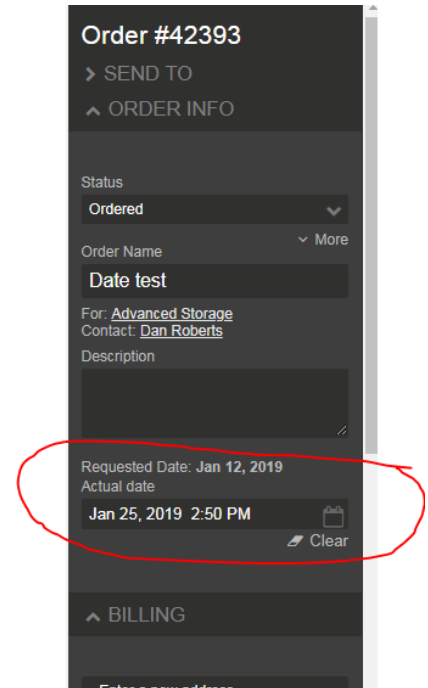
Returns:

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.

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**

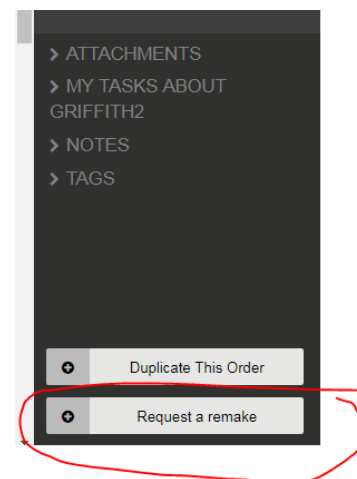
Order Name: Date test
Order Status: Ordered
Date Ordered: 01/12/2019
Payment Due By: 01/25/2019
Projected Ship Date: 01/25/2019
Shipping Method: Customer Pickup

**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

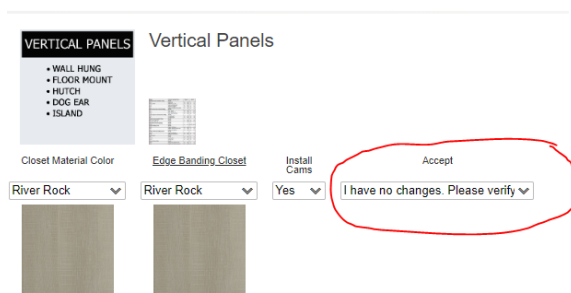
Remakes and Missing parts:

- **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**



Customization:

- **for special needs and customizations:** you must select the “I have modification questions” under the accept area – if you don’t, your order will be incorrect as production will not be alerted
- **When you pick:** “I have no changes. Please verify order as is” your order is sent directly to the shop, so what you entered is what you get
- **Another option** – Put your special parts or requests on a separate order so all your other parts are not held up



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 are as follows:

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