

CREDIT POLICY

There are several ways that Westwind receives payment. New customers may be subject to a 50% down payment until check authorization or credit application has been approved. **No matter what payment method is chosen, if you are tax exempt, the tax exempt form must be filled out and in our office before your job is invoiced. There will be no refunds on sales tax after the job has been invoiced!**

Credit Card: This method is available to all customers. Credit card payments made to invoices over 10 days old will be subject to a 5% handling fee. Westwind accepts Visa, Master Card, American Express and Discover.

E-Check and Company Check: Fill out and return a check authorization form and email or fax it to us at **866.754.3955**. All orders placed before we process this form will be on a cash basis. Upon approval, company checks will be accepted. Westwind does accept E-Checks for your convenience. Please call our accounting department if you have any questions concerning this method of payment.

Open Account: To be approved for Open Account, fill out a credit application form and email or fax it to us at **866.754.3955**. Upon approval, terms will be net 30.

Past Due Accounts: All past due invoices will be subject to a **1½%** finance charge per month. Any accounts that are past 45 days will be switched to a temporary C.O.D. basis until the account is brought current. Trade discounts are subject to change when the customer is outside the agreed upon terms. Any special problems or concerns should be brought to the attention of the Credit Department as soon as possible to set up any special payment terms. Any account that goes past 90 days will be returned permanently to COD.

CUSTOMER CARE TEAM

Office Hours: Customer Care Representatives are available Monday thru Friday from 7:00 a.m. to 5:00 p.m. MST. You can call us at **866.754.2275** or direct **719.466.4373**. They are ready to assist with any questions, quotes, or concerns that you may have.

Holiday Schedule: Westwind is closed on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, and the week of Christmas.

PLACING ORDERS AND CONFIRMATION

Door Orders will be accepted as "Finished Size" only. Westwind does NOT pull sizes off of blueprints.

There are several options to choose from when placing orders. Details are listed below. Orders can be placed in metric or standard measure. **To minimize chances of error and misunderstanding; Westwind recommends using online, email, or fax.**

Online: Online ordering is available 24/7. It is necessary to register prior to placing online orders and quotes. Upon registration, you will receive a short demo/training and the proper credentials required to get on the site. Once registered, go to www.westwindwood.net. Click on the "Order Online" icon. This will take you to Westwind's online ordering site. Once there, enter your username and password in the proper places. This will allow you into Westwind's system.

E-mail: E-mail is available 24/7. If necessary, please call to have an interactive PDF order form e-mailed or go to our website and download one there. The general e-mail address for our Customer Care Team is: **sales@westwindwood.net**.

Fax: Our fax machine is available 24/7 to receive both orders and quotation requests. The number is **719.466.4375**.

Mail: Orders may be sent by mail. We will schedule the order when it arrives. Because of the uncertainty of the postal system, we cannot hold a spot open for you until it arrives by mail. If this method is chosen, our mailing address is:

Westwind Wood Specialties, 33645 United Ave, Pueblo, CO 81001

Phone: Westwind will take orders by phone. **All sizes must be given Width X Height.** The order will be read back to you. Once the order has been read back to you, it is your full responsibility. Any mistake will be your responsibility.

Order Confirmation: All email, fax, and phone orders will be confirmed by email or fax within 24 hours. (Online orders are bid/placed/confirmed instantly through our online ordering interface.) If you do not receive a confirmation within 24 hours, please call our Customer Care Team. Do not resend your order without communication to them. This may/will result in duplicate orders. If you are instructed to resend the order, please indicate that it is a resent order on the form.

Order Forms: Order forms are included in this catalog. Please photocopy forms and use them when placing an order. Interactive PDF order forms are also available on our website. Please complete our order form thoroughly and legibly when placing an order to minimize errors.

Quotes: Our Customer Care Team is available to assist you with quotes upon request. They will return a quote to you as expeditiously as possible. All prices are based on the current cost of labor and materials and are good for 30-days from the date of the quote.

If quote only, please make sure to clearly indicate "Quote Only" on your forms.

Computer Forms: When using computer generated forms, i.e. Cabinet Vision, KDC, etc, it is the customer's responsibility to complete all of the other details pertaining to the job.

LEAD TIMES AND SCHEDULING

Standard Scheduling (Doors and Drawers): Standard products will be manufactured in 7 – 10 days

Specialty and Custom Scheduling: This refers to special and custom products offered by Westwind; which include 888/887, large mullion orders and large wainscot orders. Please allow 12 – 15 working days on these orders. Lead-time on orders with non-stock lumber requirements, custom profiles, and other doors that do not appear in the catalog, will be established when the order is confirmed.

EXPEDITED ORDER REQUESTS

Westwind will attempt to expedite orders if possible. However, if it would affect the lead-time of other existing orders, we may not be able to do so. Therefore, we reserve the right to limit quantities on expedited orders. Expedite lead-times and up-charges.

2-day Expedite	100%	} <u>Remember, this depends upon expedite capacity at the time of order.</u>
4-day Expedite.....	50%	

PRICING

Westwind is introducing a new and simplified pricing structure with this catalog. A majority of the items in this catalog are still based upon square footage, but instead of using numerous columns and tables, like in the past, pricing will now consist of one table with columns and non-standard items will have + or – upgrade units. **List price for Upgrade Units is \$0.50. Your trade discount will apply to the list price of the Upgrade Unit and potentially reduce your cost per Upgrade Unit.** All items or options that are not based upon square footage are clearly marked.

MINIMUM MATERIAL CHARGES:

Doors and Drawer Fronts: Minimum material charge on all doors and drawer fronts is 1 square foot. Doors can be made smaller, but the square footage minimum will be charged. Contact our customer service department for special quotes on orders of fifty or more doors of identical style, size, and wood species. Large orders of drawer fronts or small doors may be subject to an up-charge.

Drawer Boxes: Minimum material charge on all drawer boxes is 1 square foot. Drawer boxes may be built smaller, but the square foot minimum will be charged.

Price Changes: **Westwind reserves the right to change any or all prices without notice.**

DOOR SPECIFICATIONS

Standard Door Thicknesses: Westwind offers many different door thicknesses. All standard cope and stick doors finish at .780" thick. For doors that are finished at a nonstandard thickness of .75" or .84" there will be a 1 Upgrade Unit Upcharge. For 1" thick doors there will be a 30% upcharge on the price of the entire door. (This is one of very few options that don't fit into the standard Upgrade Units structure.) All miter doors finish at .780" thick. Please contact customer service for custom thickness requests.

Standard Frame Dimensions: Standard Frame Widths are 2 ¼" on standard cope and stick profiles. All standard miter dimensions are shown on page 42.

Non-Standard Parts: Doors can be ordered with frame parts ranging in width from 2" to 4 7/8" in 1/8" increments. Any frame part that is not 2 ¼" will be charged 1 Upgrade Unit for each frame part. If 2 or more frame parts are over 3" the 1 Upgrade Unit Upcharge for each frame part is replaced by a 6 Upgrade Unit Upcharge for the entire door.

Rules for door style maximum sizes:

1. Doors that have any frame parts wider than 5" will be priced as a wainscoting panel (see pricing on page 41).
2. All door styles with vertical grain (incl. 401,402), that are wider than 24" and/or taller than 96" will be priced as a wainscoting panel (see pricing on page 41).
3. All door styles with vertical grain (incl. 401,402), that are wider than 36", and/or taller than 42" will be priced as a wainscoting panel (see pricing on page 41).

DETAILING

Sanding: Doors shipped from Westwind are sanded to 180 grit finish front and back, and all cross sanding marks are removed. The pricing in this catalog reflects this sanding process. We expect the doors to be ready for finish; however we recommend that you lightly sand the doors upon arrival ensuring a consistent finish to the cabinetry.

REPLACEMENTS

Replacement products will be remade and shipped as quickly as possible. Errors made by Westwind will be replaced and reshipped at no charge. Errors made by the customer will be charged regular price including shipping.

SHIPPING

Westwind offers three different methods of shipping. Size of order, service, and timing determine which method of shipping will be used. The customer may also request which method they prefer. All shipments are F.O.B., Pueblo, CO. The freight charges will appear on your invoice. Westwind will not be responsible for any delays caused by the freight carrier.

Delivery: We offer delivery to a wide range of areas throughout Colorado and Kansas. We will attempt to schedule a delivery to your location when it is feasible. Westwind reserves the right to change deliveries as needed.

Common Carrier or Truckline: All shipments with a large number of pieces can be shipped by common carrier. Common carriers experience much less damage than parcel services. If you have a way to handle a heavy crate (forklift, skid steer, etc.) and the truck can be unloaded quickly, truckline is a good option.

Parcel Services: All other shipments that don't fit the above categories will be shipped with a parcel service (UPS, FedEx Ground, etc.). This method is always an option. Parcel services do have size restrictions on them. Please call the office for restrictions and pricing. Length and girth are determined by measuring the length of the product to ship, and adding it to the circumference of the width.

Will Call: Orders can be picked up at our facility Monday thru Thursday 8:00 a.m. to 4:30 p.m. MST. If special arrangements need to be made, please call and we will try to accommodate. Any order left in "will call" over 10 days may be subject to a \$30.00/day storage fee.

Shipping Damage: All products that are damaged in shipping should be reported to Westwind as soon as possible. We will replace the item at no cost to you and will file any claims that are necessary. **It is required that all of the steps below are followed to ensure successful resolution to any freight claim.**

- All damage to the exterior of the package must be noted on the Bill of Lading.
- Take pictures of all damage to exterior packages and keep all packaging material.
- Photos of damaged product and packaging are required to file a claim.
- Contact a Customer Care Representative immediately and submit all information in order to file a claim.
- Do not throw away packaging until claim has been resolved.
- Sending us a photo only of a damaged product is not sufficient information.

Missing Pieces: All products are inspected and counted prior to shipment. Please count all pieces immediately upon receipt, and compare to the packing list total. Notify Westwind of any missing pieces. If we do not hear from you within a week after delivery, all missing pieces will become the customer's responsibility.

TOLERANCES

Size: Westwind warrants the overall size of all doors and drawer fronts to within +/- 1/32".

Mitered and Applied Molding Door Joints: All doors will expand and contract as they adapt to their surroundings. The joints on these doors will open and close as they acclimate. Therefore, a gap of .010" is considered appropriate. All doors should be kept in a climate controlled environment year round.

Veneer (MDF) Panel Doors: The panels in these doors are 1/4" veneered MDF. Though we take precautions to acquire the best available sheet goods, the veneer will not always match the frames. If your job requires a close color match, we recommend using a solid wood panel with the 680 panel profile (See page 12).

LIMITED WARRANTY

Westwind offers a one-year warranty on all our standard products against faulty material and workmanship. This warranty covers the replacement of our product in an unfinished state as originally delivered. Westwind Wood Specialties will not be held responsible for delays caused by factors beyond our control, i.e. obstruction to or blockage of usual routes of transportation, unavoidable accident, riots, natural disasters, vehicle shortages, prevention of labor, power shortages, or lack of materials. Our liability under this warranty is limited to the invoice price of the products as sold by us. There are no other warranties of any kind, expressed or implied.

Veneer panels, although warranted to be of similar color, may not exactly match the solid wood frames.

Due to the inherent nature of wood, some expansion and contraction will occur according to the door size and the environmental conditions involved. For this reason some movement, especially in the raised panels, is expected and may show up after finishing.

Westwind recommends using MDF center panels on all paint grade projects for the most stability against warping and twisting.

CONDITIONS OF LIMITED WARRANTY

For the purposes of this limited warranty a defective product is defined as any product manufactured by Westwind Wood Specialties, Inc. which displays warpage, delamination, swelling, or twisting within one (1) year from the date of delivery when purchaser complies with each of the following mandatory conditions:

1. At all times purchaser must handle each product in a professional and workmanlike manner.
2. Reasonable care must be used in the selection, fitting, and applying of appropriate hardware to each applicable product.
3. Products shall not be stored or installed in a damp area such as a freshly plastered building or subjected to abnormal heat, dryness or humidity. Westwind recommends that all plaster and drywall finish dry at least 2 weeks prior to cabinet/door installation and that the temperature be at occupancy level.
4. All surfaces of each door must receive a uniform application of finish to prevent warpage caused by unequal absorption or release of moisture.
5. Each door must be painted, sealed, or varnished within 1 month of delivery.
6. Any product deemed to be defective must be returned to Westwind for inspection before a credit is applied.
7. Demands by the purchaser for the repair or replacement of the defective product under the limited warranty must be made in writing and received by Westwind within one year.

SPECIFIC LIMITATIONS OF WARRANTY

Westwind Wood Specialties limited warranty does not extend to the following situations:

1. Warpage or twisting of three-sixteenths (3/16") of an inch or less shall be considered acceptable and not a defect under the terms of limited warranty.
2. Any door having a width dimension of 24" or height dimension of 60" or more is expressly excluded from this limited warranty. Doors between 50" – 60" without a center rail are not guaranteed.
3. This limited warranty expressly excludes reimbursement to the purchaser for repair or replacement of defective products by any agent or workmen other than Westwind Wood Specialties.

PAINT GRADE MATERIALS WARRANTY

There is no warranty for PG Poplar frame with MDF panel. Poplar tends to warp and twist. For best stability we recommend and warranty PG Maple or Beech frames with MDF Panel.

LIABILITY

Westwind Wood Specialties, Inc. accepts no responsibility or liability for any of our products improperly installed.