

## **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.

**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 **719.466.4375**. 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 **719.466.4375**. Upon approval, terms will be net 30.

**Past Due Accounts:** All past due invoices will be subject to a **2%** finance charge per month. Any accounts that are 45 days past due 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 Thursday from 7:00 a.m. to 4:30 p.m. and Friday 8:00 a.m. to Noon MST. They can be reached at **866.754.2275** or direct **719.466.4373** and will be 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 Christmas Day.

## **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](http://www.westwindwood.net). Click on "Ordering" then click 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](mailto:sales@westwindwood.net)**.

**Fax:** Our fax machine is available 24/7 to receive both orders and quote 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 mistakes will be your responsibility.

**Order Confirmation:** All email, fax, and phone orders will be confirmed by email or fax within 24 hours. 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 Lite Doors, Rough Sawn, Wirebrush, AP and OE doors. 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 upcharges.

2-day Expedite .....	100%	} <b><u>Remember, this depends upon expedite capacity at the time of order.</u></b>
4-day Expedite.....	50%	
Non-Standard.....	25%	

## **PRICING**

Call the office, or go to [www.westwindwood.net](http://www.westwindwood.net). Click on "Ordering" then click the "Order Online" icon. Once you log in to your account, you can key a bid for pricing.

## **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 care team 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 upcharge.

**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. Non-standard thicknesses include .750", .8125", .840", .875" and 1". All miter doors finish at .780" thick. Please contact customer care 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 pages 46-57.

**Non-Standard Parts:** Doors can be ordered with frame parts ranging in width from 2" to 5 7/8" in 1/8" increments. Any frame part that is not 2 ¼" will be upcharged. Any frame part over 6" will have to be entered as a wainscot.

### **Rules for door style maximum sizes:**

1. Doors that have any frame parts wider than 6" will be priced as a wainscoting panel.
2. All door styles with vertical grain (incl. 401,402), that are wider than 36" and/or taller than 96" will be priced as a wainscoting panel.

## **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 19).

## **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 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 30" 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.

Call or go online to get current pricing.

Our standard list of wood species follows:

Alder, MDF Panel	Cherry, Rustic	Red Oak, Quartered
Alder, Rustic	Cherry, Select	Red Oak, Rift
Alder, Select	Hard Maple, Birds-Eye	Red Oak, Rustic
Ash, Natural	Hard Maple, MDF Panel	Red Oak, Select
Ash, White	Hard Maple, Rustic	Sapele, Flat Sawn
Beech, MDF Panel	Hard Maple, White	Sapele, Qtr Sawn
Beech, Natural	Hickory, Heritage	Soft Maple, MDF Panel
Beech, Paintgrade	Hickory, Natural	Soft Maple, Paintgrade
Beech, Rustic	Hickory, Rustic	Soft Maple, White
Beech, Select	Hickory, Select	Soft Maple, Wormy
Birch, MDF Panel	Mahogany, African (Flat)	Walnut, Natural
Birch, Natural	Mahogany, African (Ribbon)	Walnut, Premium
Birch, Rustic	MDF	Walnut, Rustic
Birch, Red	Pine, Clear	White Oak, Natural
Birch, Rustic Red	Pine, Knotty	White Oak, Quartered
Birch, White	Poplar, MDF Panel	White Oak, Rift Natural
Butternut, Natural	Poplar, Paintgrade	White Oak, Rustic
Cherry, Heritage	Poplar, Select	White Oak, Select
Cherry, Natural	Red Oak, Natural	