

## 2015 Partner Guidelines

### New Customer Partner... Welcome!

Thank you for partnering with Elegant Shutters, we sincerely want to help you fulfill your customers' shutter needs and help you grow your business! Your business matters, tell us how we can best help you meet those needs. We want your experience with us to be profitable, efficient and surprisingly FUN!

### Setting up your account

Once all the necessary paperwork is processed the fun begins. Our Accounting Department will e-mail you a Customer Partner ID that allows you to start placing orders immediately. Included in the same email will be your online account id, online account password, credit limit, payment method and all necessary contact information. The set up process usually takes only a few business days.

### Paying for your orders

Most Customer Partners choose to use payment via credit card. When your 50% deposit and 50% balance is made, our accounting department will e-mail you the receipt for the payment. If at any time you require another payment method, please contact Elegant Shutters Accounting Department at 817-633-4005 for changes.

### Initial Credit limit

We want to start you off with a fair credit limit. Credit limits help reduce risk to both parties involved but are not set in stone. We want to work with you to determine what is the best threshold to set for your account. Please contact our accounting department or your sales manager to discuss your options.

Necessary legal disclaimer; Elegant Shutters reserves the right to determine and change payment terms and credit limit at our sole discretion. Since banks back charge Elegant Windows for NSF checks we will need to charge you \$25.00 for any NSF check.

## Ordering

### Placing Orders

#### Elegant Shutters

1063 Texan Trail # 400, Grapevine, TX 76051 • TEL (817) 633-4005 • FAX (888) 497-0446

Customer Partner Guidelines as of January 2015



We appreciate your business and want your experience with Elegant Shutters to be as easy and trouble free as possible. We highly encourage you to take advantage of your online Elegant Shutters account and place your orders at [www.elegantshutters.com](http://www.elegantshutters.com). Log in using your log in id and password 24/7, 7 days a week.

Orders placed via [www.elegantshutters.com](http://www.elegantshutters.com) will be eligible for our “25% Oops Discount”. This means if you make an unfortunate mistake during the ordering process, we will share in the mistake, and discount your reorder by 25%! Special promotions and incentives will also be available to customers placing orders and using [www.elegantshutters.com](http://www.elegantshutters.com).

We accept fax or phone orders. We know you’re busy and want your transaction with us to be convenient!

### Help! I placed an order online and need to make a change/cancellation!

Relax, we want to help. Although reliable delivery times for your shutters requires strict manufacturing scheduling, we will do our very best to accommodate your request. If we can

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make a change/cancellation to your order, we will do so at no charge. Remember, shutter orders require 50% deposit before production.

- I have not made a 50% deposit on my order.
  - Changes/cancellations can be made. Submit your Change Order Request via [www.elegantshutters.com](http://www.elegantshutters.com) and we will send you a confirmation of the change/cancellation the next business day. Change Order Requests can also be e-mailed, phoned, or faxed.
- I just made my 50% deposit (within 12 hours of placing the order).
  - It still **may** be possible to change/cancel your order. Call us NOW!!! Contact your customer service rep, sales manager, any phone number you have for elegant shutters call, call, call! Most shutters are in production quickly so to try to stop an order is difficult but we will try. Also, submit your Change Order Request via [www.elegantshutters.com](http://www.elegantshutters.com) and we will let you know if changes/cancellations can be made as soon as we consult with our production team. (We wish it could be instant but we will advise you within 24 hours). Change Order Requests can also be e-mailed, phoned, or faxed.

Call us even if its too late to make a change, we want to try to help and offer you different solutions to fix the error.

## I need to make changes to my customer profile

Need to change your dedicated “ship to” location? Change your phone number? Add an authorized online user? Something else? Log in to [www.elegantshutters.com](http://www.elegantshutters.com) and go to your customer profile section to make changes. You can also E-mail or fax the Customer Profile Change Form. Sorry, this one can't be called in.

## Liability Release

Sometimes customers want what they want and are even willing to waive warranty on their product to get it. We obviously don't recommend this, but in certain, reasonable situations are willing to give in. Ask us and we can tell you if we can accommodate the customers' request or refer to the product guide to see if your request is possible.

A liability release means you understand the product may fail but you will take that chance anyway. The liability release waives all expressed and implied warranties on the shutter(s) in question. In these situations, we are not liable for product performance. Any oral or written agreement will not modify the liability release. Payment will still be required. Don't mean to sound harsh but we want to be clear.

Elegant Shutters will not grant a Liability Release in situations where we know for a fact the product will fail. Sorry, we need to put our foot down on this one.

## Shipping & Delivery

### Shipping your order

Orders are shipped by FedEx or LTL carriers for standard ground transportation to your dedicated "ship to" location. Please factor an additional \$1.00/sqft. for orders being shipped outside your dedicated "ship to" location. Unfortunately, orders being shipped outside the continental United States will need to be quoted freight on a case-by-case basis.

In rare situations where special services such as inside delivery, lift gate, re-consignment, redelivery, or storage are needed fees may apply. Please contact your sales support agent for details.

Every reasonable effort will be made to meet our lead-times. We will advise you ahead of time for potential delays during expected holidays and special events. Should any unwelcomed delays arise, we will also notify you as soon as we know about them.

## Rush Shipping & Rush Production

Rush shipping is available at an additional rate. Please select your method of shipping while placing your order online or on your Shutter Order Form. You can choose airfreight from China or rush shipping from TX when the order arrives by vessel.

- Rush shipping from Overseas via Air – Please allow up to 3 weeks from the day the order is confirmed for delivery.
- Rush shipping once order lands by vessel to TX- Orders can be shipped via FedEx Overnight, 2<sup>nd</sup> Day or 3<sup>rd</sup> Day.

Quotes given before the order is produced are not as accurate as quotes given after orders are produced. We encourage you to wait for the end of production before getting an estimate rate on rush orders. Contact your Sales Support Agent for a rush quote.

## Box Shortage, visible damage or concealed damage, ugh, what do I do?!

In most situations, you plan for your shutters to be installed soon after the shutters arrive. Reporting damage or shortage in these situations should be prompt. In the few situations where the consumer is unavailable for a variety of reasons, please take special note of these orders. Check and report damages or shortages immediately. We want to ensure you can quickly make your customer happy and collect your \$\$\$ ASAP. If there is a shortage or damage, please follow these 2 easy steps and we will take care of the rest.

1. Note any missing, damaged or otherwise beat-up boxes on your Delivery Receipt and get a claim/exception number. (Yes, this also includes any size 12-boot footprints ☹.) This action helps us help you. With notes on the DR (Delivery Receipt) we can push on the carrier for you. Also, if nothing is noted on the DR then the carrier will deny all responsibility, not good for you or me.
2. We know you dislike this part, but please log on to your Elegant Shutters account and submit an RGA Request. We will even accept a RGA Request Form via email or fax. Email forms to [service@elegantshutters.com](mailto:service@elegantshutters.com) or fax to 817-633-4780 ATTN: Sales Support Team. (This really helps us understand where we can improve to minimize future shipping issues.)

That's it, you're done! We will process your request as fast as we possibly can. You won't have to wait too long. We will produce from our factory or ship you parts from our Texas Facility and any supporting information such as pictures is greatly appreciated.

Sorry, One last thing. Our carriers require us to state the following:

**"Your claim has to be reported in writing within 15 business days of receipt of shipment, or 3 calendar days of receipt for air shipments upon delivery."** (Elegant Shutters has to follow these guidelines, or we cannot make a claim with the carrier for damage or missing boxes.

We need your help. ☺)

### **Nothing is perfect, but we try. Dealing with the dreaded RGA.**

Our ultimate goal is to prevent problems. In the unfortunate event something goes wrong, we strive to process these issues as quickly and efficiently as possible. To accomplish this, we need your help. The best thing you can do is be as clear and detailed as possible in letting us know what the problem is, and what we need to do to rectify it. Doing this via the RGA Section when you log onto [www.elegantshutters.com](http://www.elegantshutters.com) is the most efficient way. If you prefer, you may also fax or e-mail your RGA's using the RGA Request Form.

- What is a reorder?
  - This strictly means that unfortunately you made an error when submitting your order. You ordered the wrong size, wrong color, wrong frame, ect. If you placed your original order online, we will share in the error and give you a 25% Oops Discount.
- What is a remake?
  - This means something happened to the order and it was out of your control. Things like shipping damage, missing hardware and so on. We will try to process remake issues through our Texas Service Center if possible and have it shipped out to you within 1 ½ week from the confirmation date. Please specify if you need us to include hardware for component remakes such as frames or panels. Full shutter remakes will automatically include all hardware.



Best Warranty in the industry helps cover you on issues once the shutters are properly installed. Once the shutters are in the window (properly) our warranty protects the product from any issues, yes any issues, let me say it again, ANY ISSUES!!! Dogs, kids, or I got mad at the shutter, it is covered, No questions asked! We want everyone to know we have the best product in the industry and stand behind it 1000%. Thank you for doing business with elegant shutters.