



national

Standard Operating Policies

July 2020

ITEM	POLICY
Quotes	National will provide a formal written quote when all necessary information can be provided. Job Name and Specifier information is required for formal quotes. If this information cannot be provided, National can only provide verbal pricing that may change depending on the project/territory.
Sample Requests	National Wallcovering will provide samples of selected material. Samples may vary in size. Available by request are memo samples, 1 LY samples, tip cards, and ring-sets (For full books of a particular brand please contact your local sales rep). For sample request, please contact samples@nationalsolutions.com or customerservice@nationalsolutions.com Please include the job name and specifier when requesting samples. Readily available items will be shipped via FedEx Priority Overnight for delivery the following business morning.
Inventory/Reserve requests	When a stock check is requested, National will reach out to the appropriate manufacturer for available stock. Please note that inventory may vary from the details being provided. A physical stock check must be requested if there is an immediate need for available stock to ensure stock is accurate. Some manufacturers allow reserves. The length of the reserve will vary depending on the manufacturer. These reserves are offered as a courtesy. When an order is received for the reserved material, the manufacturer will contact National with the opportunity to provide an order for the reserve. If no order can be provided within the allotted timeframe, the reserved product will be utilized to fill orders received by the manufacturer.
Cutting Charges	Cutting charges will vary depending on the product being purchased and typically apply to any order being placed for less than 1 full bolt. Please contact customerservice@nationalsolutions.com to confirm the cutting charge for the product selected.
Payment Terms	<ul style="list-style-type: none"> • Prepay: 100% payment required prior to order placement. A pro forma invoice will be provided for prepayment before processing. • 50% Deposit/Balance Net 30: This may be requested if terms are approved or required when credit line is limited. • Net 30 – With approved line of credit an order may be processed to be invoiced after shipping. • 3% Processing Fee will incur on all credit card transactions. <p>On prepay accounts, a request for deposit with balance required before shipping will not be allowed on standard running product lines without prior written approval.</p>
Orders	<ul style="list-style-type: none"> • Orders must be in writing prior to being processed (purchase order, email confirmation, signed pro forma invoice, or signed order form). • All orders are processed in the order received with the exception of those where expedited freight is requested. • Quantities are to be verified prior to placing the order. • Orders can be sent directly to orders@nationalsolutions.com or customerservice@nationalsolutions.com

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Cancel Orders	Orders cannot be cancelled once production begins. Additional restrictions will apply to in stock orders that have been palletized and prepared for shipping. Restrictions are dependent upon the manufacturer's policy. Please contact customer service for the manufacturer's policy and cancellation approval in writing from National.
Change Orders	Change orders received on an existing order will be processed as received. Please Note: Changes in quantities and/or delivery dates can impact pricing and production completion date. Requests to improve production completion dates will be submitted to the manufacturer but cannot be guaranteed. All changes must be approved by the manufacturer. Once production has begun, reduction in quantity may be subject to restocking fees. If production is in progress, the manufacturer may deny the ability to extend the ship date.
Custom Orders	<p>Digital Print:</p> <ul style="list-style-type: none"> • Digital Orders require 100% deposit on prepay accounts. Net/30 accounts will require a 50% deposit with the balance before shipping. • A Strike-off will be provided and is required for approval. Waiving this approval process will require signed documentation. • Digital orders are non-cancelable and non-returnable. • 100 square foot minimum order size. • Initial design fees incurred by National may be billed to requesting party, if the product is not purchased. <p>Non-Digital Orders:</p> <ul style="list-style-type: none"> • Custom Orders require 100% deposit on prepay accounts. Net/30 accounts will require a 50% deposit with the balance billed Net/30 (dependent upon current terms and prior approval). • A Strike-off will be provided for approval prior to production • Custom orders are non-cancelable and non-returnable.
Perforation/Micro-Venting	Note: We do not recommend perforating items with a non-woven backing, or certain specialty patterns, as it may alter the surface appearance of these items. Once perforated, material is non-cancelable and non-returnable.
Acknowledgements	<ul style="list-style-type: none"> • Once an order is processed and forwarded to the appropriate manufacturer an order acknowledgement will be sent to the requested purchasing party. • Acknowledgments are sent after confirmation has been received from the manufacturer with shipping/stock/production details. This process can take up to 72 hours from time of order depending on the manufacturer. <p>All orders are processed in the order received with the exception of those where expedited freight is requested</p>
Ship Dates	All ship dates provided are approximate and may vary by manufacturer. If stock is available, most products will ship within 48 hours of order. If material must be produced, the ship date provided is based on the earliest possible completion date and may be affected by delays in the production lineup.
Delivery Address	When an order is received, a delivery address should be included. If the address is unavailable at the time of order, it must be provided at least 1 week prior to the requested ship date. If a future ship/delivery date is not requested, the address should be provided within 48 hour of the order being received. In cases where material must be produced and no ship/delivery date is provided, the address should be received 1 week prior to the estimated production completion date.
Storage	Many manufacturers have limited storage availability in their facility. When an order is received with no future ship/delivery date requirement, the manufacturer will assign the earliest available ship date. If the order requires a future/delivery date, the manufacturer will schedule production to meet the requested date. When no future ship/delivery date and/or no delivery address/shipping instructions are provided, most

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	<p>manufacturers are unable to hold the order beyond 10 business days. If the above requirements cannot be met, the material may be released to National's Warehouse. Additional freight will be incurred. Storage fees will apply at \$200 per pallet/skid per month the material remains in National's facility.</p>
Freight Charges	<p>Unless shipping information is provided by customer order point, freight charges will be estimated at time of order/quote with actual charges presented on invoice.</p>
Returns	<p>Only full rolls/bolts can be returned within 30 days of shipping. Restocking charges will apply as follows:</p> <ul style="list-style-type: none"> • Restocking fee of 35% will apply to all approved returns. <p>Returns must be approved by National. RA# must be marked on return. Custom orders cannot be returned. Discontinued patterns cannot be returned. Shipment expenses are at charge of customer.</p>
Complaints	<p>When an issue is encountered, please email claims@nationalsolutions.com with the below information.</p> <ol style="list-style-type: none"> 1. Purchasing Company 2. Job Name 3. Pattern number and amount installed 4. Description of the issue 5. Photos documenting the issue <p>Please Note: Material is to be inspected for color, pattern, sequence, and dye lot prior to installation. Please double check the type of installation required and confirm if there is a repeat requiring matchup. If no discrepancies, begin installation by hanging 3 drops. Inspection of this installation must be completed and approved by the customer or appropriate party before proceeding. If any issue is encountered, installation should cease and National should be contacted immediately.</p>
Invoicing / Accounting	<p>You will receive a copy of the documents that accompany your shipment by email. The credit department will follow up on overdue invoices. Nonpayment may result in your account being put on hold and/or result in different payment options.</p>
CFA – Cutting For Approval	<p>Cutting for approval are not available for all patterns, contact Customer Service for details. Cutting for approval comes from an actual production run/dye lot. Submittal samples maybe an 8" x 10" memo or 1 yard from any dye lot.</p>