

ordering procedure

Procedure for Typical Orders

1. Order Placement
 - 1a. General Guidelines
2. Receipt of Order
3. Acknowledgment of Order
4. Lead Time established
 - 4a. Changes to Order
5. Weekly Status Report
6. Lead Time

1. Order Placement

- All orders must be placed through Ovation Pricing Time Saver [OPTS].
- Dealer checks customer information for accurate delivery address **prior to submitting**.
- Supporting documents are submitted via eMail or Fax with the purchase order of the job clearly labeled. These documents help Customer Service spot discrepancies within the order and supporting documents **but does not guarantee order accuracy**.

Ovation is not responsible for accuracy in orders.

Supporting documents include:

- Floor plans, elevations/perspectives with accompanying dimensions
 - Detailed drawings of custom items with accompanying dimensions
- Submitting an incomplete order **WILL NOT** secure a shipping date.
 - Incomplete information will be requested by Ovation

1a. General Guidelines

- The following order types may experience extended lead times beyond the regular shipping schedule:
 - Orders requiring significant custom engineering
 - Orders including special items from outside vendors (e.g., exotic veneers)

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- Governing documents for an order are the signed Acknowledgment and weekly status reports. Fax, phone, handwritten or eMail communications are not considered approved or final documentation.
- **Orders are processed based on the terms of the Dealer's account.** Dealers must review their accounts to verify specific order payment guidelines. If a down payment is required, it must accompany the OPTS order to begin the process.
- OPTS forms must be used for cabinet cut-out details; **do not submit appliance specification sheets in lieu of these forms.**

2. Receipt of Order

- Once a Dealer's order is placed, Ovation sends a Receipt of Order eMail to the eMail address provided by the Dealer.
 - A Receipt of Order eMail should arrive within one working day. If Dealer does not receive an eMail within that time, Customer Service should be contacted by eMail at customerservice@ovationcabinetry.com or by phone at **785-452-9000**.

3. Acknowledgment of Order

- Acknowledgments are processed per the following timelines:
 - Three (3) working days for standard wood species, non-inset Amenity, and ON:U. Standard wood species are shown at the lower left
 - Five (5) working days for non-standard wood species, inset Amenity, and ON:U.
- The Acknowledgment confirms the specifics of the order, including door style drawing(s) and detailed drawing(s), disclaimers, cabinet listing with pricing (including freight charges), and an estimated delivery week.
- The Acknowledgment is sent to the Dealer via Fax or eMail **with instructions to check for accuracy and return to Customer Service within 24 hours.**
- If there are questions regarding an order, Dealer should contact Customer Service immediately at: customerservice@ovationcabinetry.com or **785-452-9000**.
- Dealer may elect to sign a blanket disclaimer which serves as a disclaimer for all future orders. Blanket disclaimers save a significant amount of time and paperwork.

STANDARD Wood Species

Alder
Beech
Cherry
Mahogany
Maple
Red Oak
White Oak, rift cut
Walnut
Rustic Alder
Rustic Cherry
Rustic Walnut
Painted Maple

4. Order Confirmation [Lead Time established]

- **The order is confirmed once the Acknowledgment and detailed drawings are signed by the Dealer.** NO order is confirmed until all line items, pricing, and drawings have been agreed upon and accepted with the Dealer's signature.

- Once the order is confirmed, it is incorporated into the weekly status reports. [The weekly status reports is detailed in number 4.]
- Lead time (projected ship date) is based on receipt of the signed confirmation of the order. If there is a delay in signing off on a order, any projected ship date time frames will not apply. **The order will not be rescheduled until the order is confirmed.**
- **It is the Dealer's responsibility to check the weekly status report to ensure that orders and projected ship dates are confirmed. If the Dealer has a question or concern, Customer Service should be contacted for resolution.**

4a. Changes to Order

- Minor changes: it is the dealer's responsibility to quickly notify Customer Service and allow for changes to be made within the confirmation timeline.
- Once the order is acknowledged, the Dealer must submit changes within 24 hours.
- Order changes must follow these rules:
 - A written request must be submitted denoting changes to order and/or drawings.
 - Any changes to an order must be listed as a line item on the acknowledgment, accompanied by the appropriate pricing.
- **Ovation does not accept changes via phone.**
 - **NOTE:** If a change is required after sign-off, lead time/shipping schedule will be affected.
 - Rescheduling will result in increased lead time for all product lines depending upon the present factory work load. Confirmed orders take precedent in scheduling, on a first come, first served basis. Ovation will make every effort to minimize this additional time but it is the Dealer's responsibility to meet the delivery expectation and order accuracy requirements.
- Once all changes or corrections have been incorporated, Fax or eMail the signed confirmation paperwork and orders to Customer Service.

5. Weekly Status Reports

- This report includes the following information:
 - Sales person
 - Order number
 - Job name
 - Ordered date
 - Acknowledged date
 - Confirmed date
 - Projected Ship date

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- Reasons for a pending status being listed in the Projected Ship Date column:
 - Down payment
 - Order change(s)
 - Line Item change(s)
 - Exceeding days to confirm
- It is the Dealer's responsibility to check the weekly status report to ensure that orders and projected ship dates are confirmed. If the Dealer has a question or concern, Customer Service should be contacted for resolution.

6. Lead Times

- Minimum lead times for all Ovation product lines are as follows:
 - Standard wood species and non-inset Amenity and ON:U is five (5) weeks for manufacturing; delivery in week six (6).
 - Non-standard wood species and inset Amenity and ON:U is six (6) weeks for manufacturing; delivery in week seven (7).
 - **PLEASE** keep in mind that custom materials such as exotic veneers may require additional lead time. Communication and timely response in the confirmation process is critical to minimizing this issue.
- Current lead times will be communicated to Dealers via eMail or Fax every Friday by **NOON** for the next week's submitted orders (even if they remain unchanged). Incoming order volume constantly requires Ovation to evaluate its upcoming schedule and commitments it makes to its Dealers.
 - Special request for delivery (extension or expedited) must be submitted to Customer Service in writing for consideration.
 - Ovation's plant manager has final say on all commitments to modify production schedules to meet Dealer request. All other communication from Sales Representatives or Ovation's sales department is considered supplemental information and is not a commitment.
 - A special lead time request will only be considered for orders already acknowledged and confirmed. Ovation will respond via eMail or Fax within 24 hours with any lead time changes.

NOTE: Confirmation of modified lead times will be reflected on your weekly job status report.

small part, sample and expedited order procedure

Order Procedure**Order Procedure for Small Part, Sample and Expedited Orders**

- 1. Order Placement**
 - 1a. General Guidelines**
- 2. Acknowledgment**
 - 2a. Changes to Order**
- 3. Lead Time**
- 4. Weekly Status Report**

1. Order Placement

- All orders must be placed through OPTS as defined by the typical order placement requirements.
 - Orders sent via phone, fax, or eMail will not be accepted.
- Receipt of orders will be sent within one working day. It is the Dealer's responsibility to verify receipt of this confirmation.

1a. General Guidelines

- Orders less than \$150; all shipped at dealer's expense
 - A minimum order of \$35 is required. Orders submitted of a lesser value will be charged \$35.
 - Any changes or cancellations must be submitted by 10:00 AM the business day following the order acknowledgment or additional costs will be incurred. These costs range from 50 percent to 100 percent, depending upon the nature and timing of the change. All changes or cancellations must be submitted in writing, via eMail, to Customer Service and the Dealer is responsible for verifying Ovation's receipt of these changes. If Customer Service does not reply to the eMailed request within two hours, it should be assumed that the changes have not been received by Customer Service.
- Orders greater than \$150
 - Acknowledgment will be sent within 48 hours and requires confirmation. Please note that orders will be processed per the Dealer's terms.

2. Acknowledgment

- An acknowledgment will be sent to the dealer via Fax or eMail with instructions to be checked for accuracy and returned to Customer Service within 24 hours. The acknowledgment will confirm the specifics of the order, including door style drawing(s) and detailed drawing(s), disclaimers, cabinet listing with pricing (including freight charges), and an estimated delivery week.
- **SAMPLE DOOR ORDERS are assumed accurate and are automatically processed for production. No confirmation is required.**

NOTE: Any materials needed are ordered immediately from our vendors, so consider carefully before you order.

- If there are any questions regarding an order, please contact Customer Service immediately at customerservice@ovationcabinetry.com or **785-452-9000**.

2a. Changes to Order

- Order changes must follow these rules:
 - A written request is required, asking that drawings and orders be changed to reflect the Dealer's new requirements. Verbal communication of changes will not be accepted.
 - Any changes to an order must be listed as a line item on the acknowledgment, accompanied by the appropriate pricing.
 - Only items found in OPTS or the published specification manuals are allowed.
 - Notes on a line item are for clarification only.
 - Any exceptions must be accompanied by a valid quote from Customer Service.

3. Lead Time

- Standard finish and species on a sample 12-inch by 12-inch Embry door typically takes five (5) working days for shipment, upon receipt of confirmation.
- Standard finish and species on sample doors and mouldings typically takes ten (10) working days for shipment, upon receipt of confirmation.
- Other orders typically take two to three weeks for shipment, depending upon species selected and current factory production load. Please note that exotic veneers may have a longer lead time.
- For orders greater than \$150, lead times start the day after order confirmation has been signed and submitted, and down payments (if required) have been received.

Delivery Procedure

General Information

Ovation delivers products via a contract carrier which delivers to local distribution centers.

All finished cabinet sides will be covered and corner protectors will be applied and held in place by plastic wrapping. Small parts are boxed or wrapped in cardboard.

If there is any question regarding a delivery, please contact Delivery Service personnel at Ovation.

Dealer Responsibilities

The Dealer must provide complete delivery information when the order is placed. If job site is available in a Dealer's market, directions and a map to the job site are required.

The Dealer must certify that the route to each job site is obstacle free and that a tractor/trailer will be able to get to the site. The following restrictions will apply:

- Bridges must have a clearance of no less than 14 feet
- Paved roads with a safe turn around distance are required
- A 30 ton weight allowance is necessary on all roads
- Route must be clear of overhanging trees and branches that may damage the truck, power lines, and other obstacles

A representative of the Dealer must meet the truck and check off each item on the order. The Dealer is responsible for taking the cabinets off the truck and inspecting the packaging for any possible damage.

The Dealer, or at least one of his/her representatives, is required to be present at the time of delivery. A contractor or homeowner will not be allowed to accept the cabinets. The driver is instructed to move all cabinets to the tail gate of the truck. The Dealer must have sufficient and qualified help present to unload all cabinets. A specific amount of time is allotted for each delivery depending on the location and the number of cabinets to be unloaded. Any unreasonable time delay that will affect the next scheduled delivery will result in additional delivery charges to the Dealer.

The driver's shipping copy must be signed by the Dealer or his/her representative acknowledging that the order was complete and free of damage. This signature constitutes a waiver of any damage or shortage claims by the Dealer (unless otherwise noted). Any damage should be noted on the shipping copy. [Please see Damaged Product Policy on page 28.]

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Cost Information

Ovation charges a minimum of \$350 for job site deliveries (twelve cabinet minimum) if available in the area. Any distance greater than thirty miles from the Dealer's store will incur additional fees. Should a job site delivery for fewer than twelve cabinets be approved by the factory, additional freight will be added. Please request a quote on freight charges to the destination.

Ovation Delivery Schedule

Ovation delivers product Monday through Friday. Every effort will be made to schedule deliveries during normal business hours. At times, there may be a request for a non-standard delivery time and it is hoped that a Dealer can make arrangements to comply with a non-standard delivery if at all possible.

Delivery Location Change

A delivery scheduled to go to a showroom or warehouse may not be changed to a job site at any point within 48 hours of delivery. If the request is received more than 48 hours before, Ovation will make every attempt to accommodate this job site if it can be arranged within the normal scheduling process and not cause delay to other items on the truck. This does not guarantee that a change to job site will be possible. In addition to the job site cost, there will be a surcharge of \$100 added to the invoice as a change order fee. If delivery is made to a local warehouse, Dealer must make direct arrangements to take cabinets to the job site. Any associated costs for this step of the delivery or for prolonged storage fines will be paid by the Dealer.

Damaged Product Policy

Ovation guarantees that all products pass quality inspection when leaving the plant. If any visible damage is present upon delivery, the driver will request that Customer Service be contacted before a decision is reached regarding damaged goods. **All damage must be noted on the shipping copy and on the Dealer's copy. If damaged product is accepted, Ovation will work with the Dealer to arrange for suitable replacement parts. Please see page 29 regarding Ovation's return policy.**

Product Replacement

Ovation reserves the right to repair or replace any product. It is the Dealer's responsibility to ensure that the replaced product is delivered or installed properly at the client's home at no cost to Ovation.

Special Order Policy

Small parts, mouldings, replacement doors, sample doors, back orders, etc. may be delivered by Ovation to a Dealer at any time without prior notification the same as an item shipped by carrier of Ovation's choosing. A Dealer must accept delivery of these items and have the space to receive them.

Road Conditions

The Ovation driver has the right to determine the road conditions of the day. If inclement weather or any other factors make the roads dangerous or impassable, the driver may elect to deliver the cabinets to the Dealer's warehouse or refuse to deliver until road conditions improve. It is the Dealer's responsibility to provide an alternate drop site.

Return of Product Procedure

General Return Policy

Ovation will not accept any returns without prior authorization. Please contact the Ovation territorial representative for an authorization code on any item that is to be returned to the plant. If there is evidence of a defect or incorrect sizing, Customer Service must be notified to determine if installation should proceed.

Once notified, Customer Service will determine if the defective product will be replaced, repaired, or further inspected by an Ovation representative. Ovation reserves the right to repair or replace any defective product as outlined in its limited warranty.

Product should be returned to Ovation on its company truck with the authorization code attached. The driver will acknowledge pick up of the item and every attempt will be made to return the corrected item to the Dealer within a reasonable time frame. If a repair is indicated, Ovation will request estimates in the field before the repair is performed.

Ovation is not responsible for installation or removal costs of a defective item.

Return Policy – Installed Cabinet

If a cabinet is installed, it signifies to Ovation that the cabinet is acceptable. Once an item is installed, Ovation will not credit a return of that item for any reason. Ovation will not be responsible for poor installation of its product or damage due to installation.

Warped Doors

Natural wood products will expand and contract in relation to their environment. Ovation manufactures its doors within strict tolerances that allow for this movement. All doors, drawer fronts, and center panels will have an allowable warpage tolerance of ¼”.

The warranty does not apply to doors with center panels over 20” wide, overall doors more than 58” high and unfinished doors or drawer fronts. (Doors over 48” high will be divided by a center rail). Mitered door joints will expand and contract and a 0.01” gap is considered normal.

Any door suspected to be warped must hang through a complete cycle of heating and cooling. Please note that other factors can make a door appear to be warped. Hinge adjustment can often solve this problem. If a cabinet is not installed in a level manner or is installed “out of square” the door will often appear warped.

Magnetic Catches [Amenity only]

All doors over 48” high and all frame and frame mullion doors will be shipped with magnetic catches installed at the factory. As it is more likely for frame doors and taller doors to warp, this precaution has been instituted to deter the probability of warping.

When a door has a magnet, it will not have the Blum soft close option. Please make your homeowner aware of this exception.

Damaged Product Policy

Ovation's Guaranty

Ovation guarantees that all products pass quality inspection when leaving the plant. If any visible damage is present upon delivery, the Dealer must contact Customer Service before a decision is reached regarding damaged goods. Any damage must be reported within 72 hours to the carrier or the Ovation territorial representative. All damage must be noted on the shipping copy and on the Dealer's copy. If damaged product is accepted, Ovation will work with the Dealer to arrange for suitable replacement parts.

Concealed Damage

Photos of the package and damaged product must be submitted to the Ovation territorial representative, who will help the customer file the appropriate paperwork.

Distribution Center

If product is to be delivered from a distribution center, damaged goods should be reported to them and the claim must be filed with that carrier.

Sign-off has already been made for the product as received from Ovation, verifying that it was in good condition when it reached the Distribution Center.