

JWQ Cabinetry

Policy & Procedures

Order Placement

Orders can be submitted by fax to 888-346-7821 or by email: orders@jwqcabinetry.com. No telephone orders will be accepted.

Order Acknowledgement and Approval

Your order will be acknowledged by "Order Acknowledgement" from us to be faxed or emailed back to you within 24 hours of receipt except for weekends and holidays. If, in this time frame, you don't receive Order Acknowledgement from us, please contact us immediately. Once you receive your Order Acknowledgement from us, please review, approve/confirm and fax or email it back to us. Your order can't be processed in our warehouse unless your order approval/confirmation is received. If your order approval/confirmation is not received by us within 10 business days, your order will be deleted from our computer system.

Order Changes

Make any necessary changes on Order Acknowledgement you receive BEFORE sending back your approval/confirmation. JWQ will re-issue a revised Order Acknowledgement for you to sign approval/confirmation. Changes and cancellations made AFTER your order has been processed may be subject to a 25% restocking fee for Assembled and 15% for KD.

Assembly and Alteration

Cabinet assembly fees are given in a separate fee document. Small alterations (e.g. cut cabinet depth, modify oven pantry) to cabinets are available at an additional fee. Fees may vary depending on the actual alteration jobs. Please contact JWQ office regarding your alteration requirements and related fees.

Delivery

JWQ provides delivery service up to 50 miles from the JWQ warehouse to the dealer's store. All deliveries are curbside ONLY - please make sure that you have personnel to offload your order at the time of arrival - otherwise, your delivery will be rescheduled, and a new delivery fee will be issued.

Pick-Up

You may pick up your orders at the JWQ warehouse. Please indicate on your purchase order if you intend to do so. JWQ personnel are available to assist with loading free of charge. If an order is not picked up within 1 month after the completion date, as communicated to you by JWQ, then JWQ reserves the right to charge a monthly \$100 storage fee for each order that remains at the warehouse after the 1 month grace period.

Shipping

JWQ will use common carriers such as UPS or FedEx to ship small items. For large orders, freight trucking carriers will be used. A freight quote will be given on Order Acknowledgement for your approval.

Receiving and Claims

A qualified dealer representative should receive, inspect and sign for all orders received. When your order is received, please verify that your order is intact and correct BEFORE signing the delivery paper. If any items received appear to be incorrect, missing or damaged, please make note on the delivery paper and contact the JWQ office immediately. You have the right to refuse any items that arrive damaged. Please open all the boxes for inspection as soon as you can and report to the JWQ office within 5 business days if any items are found missing or damaged after the boxes are opened. Claims on dents and/or scratches on installed cabinets will not be accepted. All other claims on damaged items/parts must be filed by email or fax with some pictures. If no claim report is received with this time frame, JWQ assumes that all the items in the order are verified and accepted by the dealer and no claims on this order can be filed in the future.

Replacements and Returns

JWQ may require that all the damaged items/parts be returned to JWQ for their replacements. If JWQ requires, but damaged items/parts are not sent back within 30 days of delivery of replacements, JWQ may charge your account for the price of replacements. Returns can only be accepted as long as the items are still in the original packaging and in good condition. Assembled (if ordered KD), modified and installed cabinets can't be returned. All returns are subjected to inspection and approval by JWQ and are charged a 25% restocking fee for Assembled and 15% for KD. Once return is received and approved, a return credit will be issued to dealer account for future orders.

Claims

All product claims must be in writing and must include a copy of the original dated sales receipts or invoice as proof of purchase, as well as evidence of defected items (i.e. pictures). If the claim is approved, JWQ will replace the defective parts to be shipped to you at JWQ's cost using the most common carriers (UPS or FedEx, etc.). You also have the option of selecting an alternative shipping method at your own cost, or you can come to pick up the replacements at JWQ warehouse.

Invoices and Payments

JWQ accepts various forms of payment: credit cards, cash, check, certified check and wire transfer for existing dealers with good credit. For new dealers, only credit card, cash and bank check will be accepted. JWQ will not open any credit account at this time, all orders must be prepaid or COD. For any order over \$5000, JWQ may request a bank certified check as payment. Invoices are provided at the time of shipment or pickup. JWQ does not mail the statements. The given invoice is your bill. If you need an additional invoice, please contact JWQ.