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our tailored  
program for  
designers,  
businesses,  
firms, and  
industry  
professionals.

TO  
THE  
TRADE

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# Trade Program Benefits.

## EASY CUSTOMIZATION

01

Customize your Home Décor Items to meet the specific needs of your project. No Customization Charge.

## EXCLUSIVE PRICING

Receive 20% off at Whom Home.

## TAX EXEMPT SHOPPING

Get access to easy, tax-exempt purchasing online and in stores.

## DEDICATED REPRESENTATIVES

Personal account assistant with product selection, order process, quotes, delivery logistics and more.

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# Who Qualifies?

## INDIVIDUALS

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If you are a professional interior designer, architect, home stager, or licensed general contractor who works with homeowners on their design or improvement projects, we encourage you to join our Whom Home Trade Program.

With Trade Program membership, you will have access to the dedicated Trade Project Specialist Team both within the website and via phone or email. You will also have access to a single point of contact to help you manage multiple customer projects.

To apply for the Whom Home Trade Program, please complete our on-line application.

## BUSINESSES

If you are a professional contractor or interior design firm, single-family residential production or custom builder, or a multi-family residential developer, please contact our Whom Home Contract team to support your business. To learn more about Whom Home Hospitality/Contract, visit the Whom Home Hospitality Page.

**The program is not open to other businesses not focused on the residential design and home improvement segment.**

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# The Requirements.

## PROOF OF ELIGIBILITY DOCUMENTS

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At least one of the following documents is required to submit your application:

1. Membership in a major design organization (e.g., ASID, IIDA, AIA, NKBA, IDC)
2. Interior design certification (e.g., NCIDQ, CCIDC)
3. Valid business license verifying your business in interior design or licensed general contracting
4. Valid EIN or Resale Certificate confirming active interior design-based business
5. Membership proof from an international interior design organization equivalent
6. Once your application has been submitted with valid documentation (see the list below), you will receive an email confirmation indicating your application is being reviewed.
7. A Whom Home Trade representative will notify you by email within 48 hours to confirm the outcome of your application.

## RESALE DOCUMENTS

If you intend to purchase merchandise for resale, you will be required to supply a Resale or Sales Tax Certificate. Without this documentation, sales tax will be applied to all orders. Signed Resale or Sales Tax Certificates are required for each state where you seek tax exemption (US only).

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# The Process.

## SUBMITTING APPLICATION

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Once your application has been submitted with valid documentation (see the list on previous page), you will receive an email confirmation indicating your application is being reviewed.

A Whom Home Trade representative will notify you by email within 48 hours to confirm the outcome of your application.

## PLACING ORDERS

Whom Home Trade Program orders can be placed online. With your account number, you can place your orders online using your Whom Home Trade Program discount.

Whom Home Trade Program benefits may only be used by the named account number holder and their recorded authorized users. Misuse of the program will result in program termination.

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## Which industries and professions qualify for the Whom Home Trade Program?

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Our Whom Home Trade Program is offered to residential interior designers, licensed general contractors, architects, and professional home stagers who work directly with homeowners on their home design or improvement projects. The program is not open to businesses not focused on the residential design and home improvement segment.

If you are a single-family residential production or custom builder, multi-family residential developer, professional contractor or interior design firm working with residential developers, you should contact our Contract team to support your business. To learn more about email [contract@whomhome.com](mailto:contract@whomhome.com)

## Do I receive an Whom Home Trade card?

No. Once your Trade application has been processed and verified, you will receive a welcome email that includes your account number. Processing takes 48-72 hours.

## How long is my membership valid?

Your membership to the Whom Home Trade Program is valid for two years. After two years, registered members must renew their membership to receive a new membership number.

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## May I add another person to my account number?

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Yes, you may add authorized contacts to your account number. Email their first and last names, position with the company, email address and phone number to [Trade@whomhome.com](mailto:Trade@whomhome.com). Please allow two business days for your account to be updated.

## How do I update my account?

To update your contact information, please call 424-303-7200 and speak to a Trade Representative.

## My membership number is expiring soon. What should I do?

Please send updated information to requalify.

If your card is expiring and you have not received any renewal communication, please contact a dedicated Trade Representative at 424-303-7200 to update your information.

## I have lost my membership card/account number. How do I replace it?

To replace your membership number, please email us at [trade@whomhome.com](mailto:trade@whomhome.com) or call 424-303-7200 and speak to a Trade Representative. If we have your current qualification documents on file, we will issue you a replacement number within four weeks. If we do not have your information on file, you will need to submit a new application.

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## How do I place a Whom Home Trade Program order online?

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With your account number, you can place your orders online using your Whom Home Trade Program discount. You'll need to provide your Whom Home Trade credentials (your Whom Home Trade number and associated email address to sign in and begin shopping). Whom Home Trade Program pricing will be reflected when you place items in your cart. If you are making a purchase for the purposes of resale, and have tax documentation on file, you may opt to waive the taxes on your online order. Please note that your order will be placed on a short hold while we validate the tax exemption documentation.

## How do I place an order or receive a quote?

You may request a quote or place orders by partnering with a Trade Sales Associate or by reaching out to your dedicated Trade Team by calling 424-303-7200 Monday-Friday 9am-5pm Pacific Standard Time. Or email: [trade@whomhome.com](mailto:trade@whomhome.com)

## Is the Whom Home Trade Program discount valid at reseller locations?

No. The Whom Home Trade Program discount is only valid for purchases made directly from Whom Home representatives, or [whomhome.com](http://whomhome.com).

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## How do I pay for my order?

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For your convenience, we accept Visa, MasterCard, American Express, Discover, wire transfers or company checks. If you wish to pay by company check, we can provide you with a pro forma invoice. Please allow additional processing time for orders that are paid by check.

## Can I join the Whom Home Trade Program and also be eligible for the Affirm financing program?

Yes, you may apply for the Affirm credit online. An applicant's personal credit is reviewed during the application process by Affirm.

## Does Whom Home Trade Program charge sales tax?

Yes. Without a valid Resale or Sales Tax Certificate, Whom Home Trade will charge the sales tax associated with the delivery location.

If Whom Home is required to collect sales tax in a state in which we have a retail presence. If you hold a valid resale or exemption certificate, we are happy to waive the tax upon your request. Please note that all tax documentation is subject to review, validation and approval at the sole discretion of Whom Home Trade and in accordance with state, local and federal guidelines. In addition to a valid resale number we also require a copy of the completed certificate. You may submit this to [Trade@whomhome.com](mailto:Trade@whomhome.com) and reference your trade account number.

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## How long will it take to receive my order?

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Shipping times vary by product and selected delivery method. For the most accurate information, call one of our Whom Home Trade representatives at 424-303-7200.

## Can I expedite my order?

Certain items can be expedited at an additional cost. Please contact a Whom Home Trade representative at 424-303-7200 for further information.

## Can the Whom Home Trade Program process special shipping requests?

Yes. If you have unique project requirements, please contact our Whom Home Trade representatives at 424-303-7200 to discuss options.

## How do I track my order?

When your items are shipped, you will receive a shipping confirmation via email that will include tracking information. Furniture deliveries are coordinated via your local JB Hunt Final Mile delivery provider. You may also call a Whom Home Trade representative at 424-303-7200 or email [Trade@whomhome.com](mailto:Trade@whomhome.com) to request an update.

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## **What is the Whom Home Trade Program return policy?**

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Please check the Whom Home return policy. All custom orders are not available to be returned. To make a return, please call an Whom Home Trade representative at 424-303-7200.

## **Does the Whom Home Trade Program offer fabric swatches, or wood finish and metal samples?**

Yes, we offer fabric swatches and some wood finish and metal samples. Order our swatch box or Call 424-303-7200 for more information.

## **Does Whom Home Trade rent or loan furniture?**

We do not offer rental or loan of our Whom Home products.

## **How do I reach an Whom Home Trade representative from outside the US?**

You can reach a customer service representative at the following:  
Phone: +1 424-303-7200 Email: [Trade@whomhome.com](mailto:Trade@whomhome.com)

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## How can I cancel my Trade Program account or opt out of the program?

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To opt out of your membership with Whom Home Trade Program, please call 424-303-7200 and speak to a Trade Representative or email [trade@whomhome.com](mailto:trade@whomhome.com) with the words "Unsubscribe" in the subject line. Please supply your name, account number, email address and mailing address in the body of the email. Please dispose of your account number promptly. Further use of your card, if before expiration date, will reactivate your membership.

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