

Policy for Custom Quotes

* **Quotes are based on information given.**

The customer must give us the species needed, footage or pieces required, and the product they need.

* Example: 100' CR67 Mahogany

* Any change or reduction in overall quantities, or lengths specified, will change the price of the quote. For example, if we quote 100' and the customer sends in a P.O. for only 50' of moulding, it will need to be re-quoted. Or if we quote random lengths and the customer orders specified lengths, such as 10-10' pieces, that will also be subject to a re-quote.

* Quotes are always based on Random Long Lengths (RLL), unless specified lengths are requested. If lengths are specified, we must know what lengths specifically!

* To honor pricing of original quote, P.O.'s must be for at least the quantity of items originally quoted.

* Quotes reflect price per foot or per piece and will also show machine set-up charges.

* **Do not take items that were quoted together and send in separate PO's for them.**

Quotes are assumed to be for one PO, so all items ordered must be listed on a single PO. For example, requesting a quote for 10 items, but only ordering only 2 is subject to a re-quote.

* **Pricing is always NET pricing, unless otherwise noted.**

Do not take an additional discount off quoted price, unless specifically instructed by your Dealer.

* **Typical lead times for custom mouldings are 3-6 weeks.**

Specified Lengths (SL) can add 2-3 additional weeks to the lead time, as we may have to bring in lengths not currently in inventory. On smaller orders, we must work with lengths we have on hand.

* **Custom moulding orders are subject up to a 20% overrun that will be charged to the customer.**

If we do not have specified lengths in stock to fill an order, we will pull longer lengths in inventory to fill the order. The customer's account will be charged for the overage up to 10% for random lengths or 20% for specified lengths. White River™ tries to keep overages to a minimum, but they do happen.

* **There is an 8' minimum for custom lineal runs.**

Please keep in mind that pricing is based on footage; the more footage requested, the better the price.

* **Production of custom carvings in other species is available for large quantities only.**

Because of the laborous work involved, small runs are NOT available on a per job basis. Please call us for all your large quantity custom carving needs.

* **Always order enough product to complete the job.**

If additional mouldings or carvings are needed, the original pricing cannot be honored. It will be treated as a new quote and priced accordingly by footage needed. When figuring lineal footage needed, use actual lineal footage plus a 20-30% waste factor to match repeats and to cut to installed lengths. Cutting loss varies and must be considered by customer.

* **When placing a P.O. for custom work, simply return a copy of the quote we provided with your P.O.**

* **Species in-stock for custom mouldings:**

Poplar • Maple (Northern Soft or Northern Hard)
Pine (Clear or Knotty) • Alder (Clear or Knotty)
Red Oak • White Oak • Walnut • Mahogany
Cherry • Ash • Birch

Species available for production of custom carvings:

Lindenwood • White Oak • Red Oak • Cherry
Maple • Mahogany • Beechwood • Rubberwood
Rosewood

* **Custom knife and/or custom die charges will apply when producing new, non-stock moulding designs.** White River™ produces its own knives in-house. We can enlarge a profile or do restoration or renovation work for your jobs.

• NOTICE •

QUOTE VALID FOR 30 DAYS. TO BE ORDERED AND SHIPPED AT ONE TIME. QUOTE BASED ON SPECS LISTED. ANY CHANGES OR DELETIONS ARE SUBJECT TO REQUOTE. FOB FAYETTEVILLE. RLL. 3-4 WEEKS OUT. NET PRICING - NO DISCOUNT. SPECIFIED LENGTH CAN ADD 2-3 WEEKS TO LEAD TIME. CUSTOM QUOTES ARE SUBJECT TO OVERRUN FEES THAT WILL BE CHARGED TO ACCT: UP TO 10% FOR RANDOM LENGTHS LONG OR 20% FOR SPECIFIED LENGTHS.

This stamp appears on every custom quote: