

Specified-Lengths Policy for Mon Reale®, Embossed & Traditional Mouldings

White River™ hardwood mouldings are produced from lumber that is 65% 12'-16' lengths, allowing us to produce stock mouldings in long lengths (overall 3'-16'). Our hardwood mouldings are precision machined with Weinig Moulders using Weinig Knife Tooling.

*There is an upcharge for specified lengths. The customer also pays for additional footage (overpull) needed to pull specified length. Upcharges by category are shown at right. **It is not our policy to run specified lengths on stock items when there is standing inventory.** Customers will be notified if a specified length is not available so that they can match their orders to current available lengths. →*

Category	3' - 14'	15 - 16'
Traditional	20%	30%
Embossed	20%	30%
Mon Reale	30%	40%
Adornment Lineals	10% when specifying all 8' lengths only	

Adornments™ Hand-Carved Lineals - Produced from 8' FAS Lumber with minimal dime-size knots; lengths are end trimmed to 96" - 97".

Adornments™ Traditional Moulding - These are moulder produced, without carving or decorative enhancements. (i.e. Maple & Cherry: MLD5868, MLD5974). These mouldings are produced from 8' FAS Hardwoods with minimal cut-backs. 7' 9" + is tallied as 8'. Any order over 8 pieces may include 2 pieces that equal 8' (4'+4', 3'+5'). Requesting all 8' pieces is subject to a 10% upcharge.

NOTE: How Distributors handle specified lengths from their inventory is their policy.

15' & 16' Policy for Mon Reale®, Ornamentally Embossed™ & Traditional Mouldings

Because 15' - 16' lengths are considered premium, there is a 30% upcharge (40% upcharge on Mon Reale®). These will be keyed in under a separate line item. Specified lengths are subject to that length being available in current inventory. We do not set up and run specified lengths when we have standing inventory. Processing specified-length orders requires opening bundles to pull those lengths. If lengths are not available, we pull the longer lengths required to fill the order. The moulding is then tallied and bundled for shipping. The extra moulding that has been pulled has to be retallied, bundled and restocked. This is a time-consuming process. Our standard 30% (40% Mon Reale®) upcharge is enough to cover the labor to reasonably pull the desired lengths, not to cover the additional footage needed to get the order. A reasonable attempt will be made to pull the order to desired lengths, but overages of an additional 10-20% may occur. If extra footage exceeds 20%, we will call for approval.

Tallying Policy

This industry-standard policy will allow customers to correctly receive the stock that is pulled to meet their orders. All mouldings are tallied to the nearest foot. For example, if the actual length is 11'5", the tallied length is 11'. If the actual length is 11'7", the tallied length is 12'. If the actual length is 11'6", the tallied length is 11'.

FedEx Orders

Specified lengths on FedEx orders are subject to an upcharge of 20% (30% Mon Reale®) plus additional LF needed to pull the order. Many orders with FedEx piece counts are exceeding the cost to ship LTL. To FedEx five bundles can be the same as an \$100 LTL charge. Many of the truck lines we use to ship LTL have shipping schedules within a day of regular FedEx ground.

Examples

The following examples would be subject to specified-length charges: 3 pc 8' CA37POP. The following example is NOT subject to specified-length charges: 24' CA37POP, ship FedEx. This order will be pulled random length with no upcharge. Normally, we will ship 6' - 8' lengths to fill this order.

PROS OF RANDOM LENGTHS

1. Shortens lead time
2. Available from current inventory
3. Long lengths
4. Best price (save 20-40%)

CONS OF SPECIFIED LENGTHS

1. Will delay shipment of your order
2. Length may not be available from current inventory
3. Unknown increased cost due to overpull

PROS OF SPECIFIED LENGTHS

1. On small jobs or repetitive length use application, it best fits the customer's needs the **first** time.

Return Policy

1. Our terms of sale are F.O.B. our factory. **The responsibility for damage in transit is the carrier's, whether it is visible or concealed damage.**
2. Inspect your shipment immediately. Insist that visible damages be indicated on your copy of the freight bill.
3. Open boxes within 15 days of delivery, inspect for concealed damages and report any discrepancies. **No adjustments will be made for discrepancies not reported within 15 days of receipt.**
4. In case of damage, notify the delivering carrier immediately, requesting that inspection be made. Place a phone call to the delivery carrier and confirm with a written report, holding a copy of the request for claim purposes.
5. We take every precaution to ensure safe arrival, but our responsibility ceases when the shipment is turned over to the carrier.
6. Claims of damages must be made by you to the carrier within 15 days of receipt of delivery.

Return Goods

1. Do not return any product without our authorization.
2. Call Customer Service and obtain a Return Goods Authorization (RGA#). We will fax you a shipping label that **MUST** be used.
3. Returned products must have packaging equal to original factory packaging (with adequate protective padding material and cardboard securely fastened.) White River™ **WILL NOT** be responsible for damage incurred because of insufficient packaging.
4. Special and custom-manufactured items cannot be returned.
5. Return merchandise will not be accepted by us from the carrier unless it is returned freight prepaid within 15 days of the return authorization date. Packages must be clearly marked with the RGA number.

We DO NOT guarantee safe delivery.