

CUSTOMER SERVICE

Office Hours: Customer Service Representatives are available Monday thru Friday from 7:00 a.m. to 5:00 p.m. CST. Our toll-free number is **866.754.2275**. They are ready to assist with any questions, quotes or concerns that may arise.

Holiday Schedule: Westwind is closed on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, and the week of Christmas.

TRADE DISCOUNTS

Trade discounts apply to all catalog pricing. Call our Customer Service Department to apply for a discount.

PLACING ORDERS AND CONFIRMATION

There are three options to choose from when placing orders. Details are listed below. Orders can be placed in metric or standard measure. ***Due to the increased chances of error and misunderstanding, Westwind no longer takes phone orders.***

Fax: Our fax machine is available 24 hours a day, 7 days a week to receive both orders and quotation requests. The number is toll-free **866.754.3955**. Faxing is the most recommended, as it is both fast and accurate.

E-mail: E-mail is available 24 hours a day. Please call to have a PDF order form e-mailed or go to our website and download one from there. The general e-mail address for our customer service staff is: **orders@westwindwood.net**.

Mail: Orders may be sent by mail. We will schedule the order when it arrives. Because of the uncertainty of the postal system, we cannot hold a spot open for you until it arrives by mail. If this method is chosen, our mailing address is:
Westwind Wood Specialties, 2572 County Road 76, Quinter, KS 67752-9535

Order Confirmation: All orders will be confirmed by fax or e-mail within 24 hours as much as possible.

Order Forms: Order forms are included in this catalog. Please photocopy forms and use them when placing an order. Easily e-mailable PDF order forms are also available on our website. Please fill out our order form completely and **legibly** when placing order to minimize errors; **legibility will affect trade discount.**

Quotes: Our customer service representatives are available to help with quotes upon request. They will return a quote as expeditiously as possible. All prices are based on the current cost of labor and materials and are good for 30-days from the date of the quote. ***If quote only, please make sure to clearly indicate "Quote Only" on your forms.***

Catalogs: Extra catalogs are available at \$3.00 each, or they are available in a PDF format that can be easily e-mailed.

LEAD TIMES AND SCHEDULING

Standard Scheduling (Doors and Drawers): When Westwind receives an order it will be entered and scheduled within 24 hours. We will start production on ordered doors approximately 48 hours after getting the order and we will strive to be ready for shipment in 7-10 business days. There are times when an order may be placed into production immediately; please don't assume you will have time to make changes before the order is placed into production. As with any business there are times when the influx of orders requires additional lead times. While we regret this, we will inform of extended lead times at the time of the order. Any changes or additions needed after order has been released to production will require a separate order.

Specialty, Finish and Custom Scheduling: This refers to special and custom products offered by Westwind; these include applied moulding, large mullion orders and large wainscot orders. Please allow 15 working days on these orders. Lead-time on orders with non-stock lumber requirements, custom profiles, and other doors that do not appear in the catalog, will be established when the order is confirmed.

EXPEDITES

Westwind will attempt to expedite orders if possible. However, if it would affect the lead-time of other existing orders, we may not be able to do so. Therefore, we reserve the right to limit quantities on expedited orders.

Expedite lead-times and up-charges.

2-day Expedite	100%	} <i>Remember, this depends upon expedite capacity at the time of order.</i>
4-day Expedite.....	40%	

PAYMENT POLICY

There are several different ways that Westwind receives payment. New customers may be subject to a 50% down payment until check authorization or credit application has been approved. **No matter what payment method is chosen, if you are tax exempt, the tax exempt form must be filled out and in our office before your job is invoiced. There will be no refunds on sales tax after the job has been invoiced!**

Credit Card: This method is available to all customers and is useful to new customers who have not been authorized to write company checks. Credit card payments made to aging invoices will be subject to a 5% handling fee. Westwind accepts Visa, Master Card and Discover.

Cashiers Check and Money Order: This method is also available to all customers and is useful to new customers who have not been authorized to write company checks. The check can be sent before the order ships or, on C.O.D. shipments, it can be given to the shipping company upon delivery.

Company Check: Fill out and return a check authorization form and mail or fax it to us at **866.754.3955**. All orders placed before we process this form will be on a cash basis. Upon approval, company checks will be accepted.

Open Account: To be approved for Open Account, fill out a credit application form and mail or fax it to us at **866.754.3955**. Upon approval, company accounts will be opened with terms of net 30, unless a previous arrangement has been made.

Service Charges: All past due invoices will be subject to a **1½%** finance charge per month. Past due accounts are those that are past the terms agreed upon. Any accounts that are past 45 days will be switched to a temporary C.O.D. basis until the account is brought current. Trade discounts are subject to change when customer is outside the agreed upon terms. Any special problems or concerns should be brought to the attention of the Credit Department as soon as possible to set up any special payment terms.

SAMPLES

Westwind offers sample doors at a discount of 75% off the list price. Though we will make a sample door any size needed, up to 3 square feet, we use 12" x 15" as our standard size. If a sample kitchen for a showroom is desired, please call Customer Service to find out our discount on larger projects.

PRICING

Most of the items in this catalog are based upon square footage. Any items or options that are not based upon square footage are clearly marked.

Door pricing is explained on pages 17 and 23.

Wainscoting pricing is explained on pages 17 and 30.

Drawer box pricing is explained on page 44-45.

Moulding pricing is explained on page 56-57.

Minimum material charges:

Doors and Drawer Fronts: Minimum material charge on all doors is 1.5 square feet. Minimum material charge on mitered drawer fronts is 1.5 square feet. Minimum material charge on 441, 401 and 401-3 drawer fronts is 1 square foot. Doors can be made smaller, but the square footage minimum will be charged. Call our customer service department for special quotes on orders of fifty or more doors of identical style, size, and wood species. Large orders of drawer fronts or small doors may be subject to an up-charge.

Drawer Boxes: Minimum material charge on all drawer boxes is 1.5 square feet. Drawer boxes may be built smaller, but the square foot minimum will be charged.

Mouldings: Minimum moulding charge is \$x.xx/profile.

Price Changes: Westwind reserves the right to change any or all prices without notice.

DOOR SPECIFICATIONS

Standard Door Thicknesses: All standard cope and stick doors finish at .780" thick, unless ordered 1" thick. All miter doors finish at .780" thick. Please call customer service for custom thickness requests.

Standard Frame Dimensions: Standard Frame Dimension is 2 ¼" on standard cope and stick profiles. All standard miter dimensions are shown on page 32.

Non-Standard Parts: All parts changed due to size constraints or customer specifications will be charged \$x.xx per part. Orders requiring frame parts wider than 3" will be subject to a \$x.xx per square foot up-charge. Any part wider than 11" but less than 22" will be subject to an \$80.00 up-charge. Any part wider than 22" is subject to a \$xx.xx up-charge. Cope and stick door orders specifying 2 ½" frame width instead of 2 ¼" will not be charged \$x.xx per part unless the quantity is less than 15 doors.

DETAILING

Sanding: All doors shipped from Westwind are sanded to 180 grit finish front and back, and all cross sanding marks are removed. The pricing in this catalog reflects this sanding process. If it is your desire to skip the final sanding process, please call Customer Service to get a price adjustment. Even though we expect the doors to be ready for finish, we recommend that you lightly sand the doors upon arrival; ensuring a consistent finish to the cabinetry.

Applied Mouldings: Applied mouldings are fastened with small, headless pins. Pin holes are **NOT** puttied.

REPLACEMENTS

Products received incorrectly, by Westwind error, or customer error, and products damaged by the customer, or by a commercial carrier, will be remade and shipped as quickly as possible depending upon quantity and complexity of the order. Anything received by error of Westwind will be replaced and reshipped at no charge. Products in error by the customer will be charged regular price including shipping.

SHIPPING

Westwind offers three different methods of shipping. Size of order, service, and timing determine which method of shipping is used. On orders that require palletizing, a pallet charge will be added. If the pallet is returned, a credit will be made to your account. The customer may also request which method they prefer. All shipments are F.O.B., Quinter, KS. The freight charges will appear on your invoice. Westwind will not be responsible for any delays caused by the freight carrier.

Delivery: We offer delivery to most areas within a 300-mile radius of Quinter, KS. We will try to schedule a delivery in your direction if it is feasible. We will give you the best possible price to deliver your doors. If there are several deliveries on your route, we will divide the delivery charge up to give everybody on the route the best possible price. Westwind reserves the right to change deliveries as needed.

Common Carrier or Truckline: All shipments with a large number of pieces can be shipped by common carrier. Common carriers experience much less damage than parcel services. If you have a way to handle a heavy crate (forklift, skid steer, etc.) and the truck can be unloaded quickly, truckline is a good option.

Parcel Services: All other shipments that don't fit the above categories will be shipped with a parcel service (UPS, FedEx Ground, etc.). This method is always an option. Parcel services do have size restrictions on them, so any doors over 150" length and girth must go via truckline or ship unassembled. Length and girth are determined by measuring the length of the product to ship, and adding it to the circumference of the width.

Will Call: Orders can be picked up at our facility Monday thru Friday 8:00 a.m. to 4:30 p.m. CST. If special arrangements need to be made, please call and we will try to accommodate. Any order left in "will call" over 10 days is subject to a \$30.00/day storage fee.

Please notify us at the time of order of any shipping concerns you may have.

Shipping Damage: All products that are damaged in shipping should be reported to Westwind as soon as possible. We will replace the item at no cost to you and will file any claims that are necessary. **It is required that all damage is noted on the freight bill. Before the freight is signed for please make sure to inspect the entire package. If damage is not noted, the shipping company will not cover the damage and Westwind can not replace your product at no charge. Also, it is necessary to keep all packaging materials until further notification by Westwind.**

Missing Pieces: All products are inspected and counted prior to shipment. Please count all pieces immediately upon receipt, and compare to the packing list total. Notify Westwind of any missing pieces. If we do not hear from you within a week after delivery, all missing pieces will become the customers responsibility.

TOLERANCES

Size: Westwind warrants the overall size of all doors and drawer fronts to within +/- $\frac{1}{32}$ ".

Mitered and Applied Moulding Door Joints: All doors will expand and contract as they adapt to their surroundings. The joints on these doors will open and close as they acclimate. Therefore, a gap of .010" is considered appropriate. All doors should be kept in a climate controlled environment year around.

Veneer (MDF) Panel Doors: The panels in these doors are $\frac{1}{4}$ " veneered MDF. Though we take precautions to acquire the best available sheet goods, the veneer will not always match the frames. If your job requires a close color match, we recommend using a solid wood panel with the 680 panel profile (See page 12).

WESTWIND WOOD SPECIALTIES LIMITED WARRANTY

Wood Doors:

Westwind offers a one-year guarantee on all our standard products against faulty material and workmanship.

Natural characteristics, such as burls, pin knots, mineral streaks, etc. commonly found in solid wood will not be considered defects unless so arranged when order is placed. Veneer (MDF) panels, although warranted to be of similar color, may not exactly match the solid wood frames.

Due to the inherent nature of wood, some expansion and contraction will occur according to the door size and the environmental conditions involved. For this reason, some movement, especially in the raised panels, is expected and may show up, after finishing.

Maximum guaranteed sizes for doors are 24" wide and/or 45" tall. Maximum guaranteed sizes for slab drawer fronts are 24" wide and/or 12" tall. Westwind recommends that all doors over 45" be ordered with a center rail, but that does not change the warranty. Warranty covers replacement of our product and shipping costs. Warranty does not cover installation, removal, finish, or labor involved with any given situation, nor does this warranty cover any other materials used in connection with our products.

Using guidelines established by the American Woodworking Institute, Westwind will warrant any item within the maximum guaranteed sizes that exceeds the tolerances described below:

1. Warpage in excess of .003" per lineal inch in deviation from straight, as you measure from corner to corner diagonally.
2. For warpage in frame only doors, use .005" per lineal inch in the formula stated above.

Westwind reserves the right to inspect any door in question before placing fault.