

Residential Hard & Soft Surface | Order and Delivery Guidelines

Effective 3/1/2024

Please place all orders for Mannington or Phenix Residential hard or soft surface via the following contact information.

Web: ManningtonConnect.com

Email: ResidentialService@Mannington.com

Telephone: 1-877-845-9884

Product Orders & Delivery Guidelines:

Please provide your **Mannington** account and purchase order number with each order.

Purchase orders are required for all orders of:

- 1,000 or more square yards of resilient sheet
- Any order totaling \$10,000 or more
- Made-to-order or custom products

Local inventory (see stocking list) will ship from our Tracy, CA distribution center

- All in stock orders placed by **10:00 am (PST)** cut-off time will ship same business day (delivery day dependent) and have the listed transit time (based on zip) and will be available for delivery the following scheduled delivery day.
- Please see **ATTACHMENT A** for transit time and delivery day information for your zip code.

Non-local carton goods will ship from our Calhoun, GA distribution center

- All in stock orders placed by **2:00 pm (PST)** cut-off time will ship next business day (delivery day dependent) and have the listed transit time (based on zip) and will be available for delivery the following scheduled delivery day.
- Please see **ATTACHMENT A** for transit time and delivery day information for your zip code.

Non-local roll goods will ship from our Salem, NJ distribution center

- In stock orders placed by **2:00 pm (PST)** cut-off time will ship the next business day (delivery day dependent) and have the listed transit time (based on zip) and will be available for delivery the following scheduled delivery day.
- Please see **ATTACHMENT A** for transit time and delivery day information for your zip code.

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Soft Surface roll goods will ship from our Dalton, GA distribution center

- In stock orders placed by **2:00 pm (PST)** cut-off time will ship the next business day (delivery day dependent) and have the listed transit time (based on zip) and will be available for delivery the following scheduled delivery day.
- Please see **ATTACHMENT A** for transit time and delivery day information for your zip code.

Soft Surface Delivery Options

All soft surface roll goods will ship FOB from our Dalton, GA distribution center

- In stock orders placed by **2:00 pm (PST)** cut-off time are available to ship the next business day.
- Prepaid and Add - Phenix will ship orders at Phenix negotiated rates and add the freight to the invoice as selected
- Collect – Customer may select to assign the freight cost to its own freight account
- Third Party - Freight for order will be charged as directed by the customer

Delivered Hard Surface Orders

All Mannington carton goods will ship from our Calhoun, GA distribution center

- All in stock orders placed by **2:00 pm (PST)** cut-off time should ship the next business day (delivery day dependent) and be available for delivery the following scheduled delivery day.

All Phenix carton goods will ship from our Dalton, GA distribution center

- All in stock orders placed by **2:00 pm (PST)** cut-off time should ship the next business day (delivery day dependent) and be available for delivery the following scheduled delivery day.

All hard surface roll goods will ship from our Salem, NJ distribution center

- In stock full roll orders placed by **2:00 pm (PST)** cut-off time should ship the next business day (delivery day dependent) and be available for delivery the following scheduled delivery day. Cut orders will require an additional day.

A **\$125 handling fee** will be applied to each delivery. This fee covers delivery to a business address that has a dock. Carriers are not required to unload/have pallet jacks/liftgate or tail load product.

- Deliveries to job sites must be approved in advance of shipment. **An additional \$100 job site delivery fee** (\$225 total) will be applied to each job site delivery. Jobsite delivery does not mean liftgate/pallet jack/tail load product or assistance will be provided when unloading trucks. The expectation is that there will be a dock.

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- Additional delivery or liftgate fees incurred after shipment will be debited to the customer's account.
- If any additional delivery options are needed (liftgate, tail load, etc.) please request a freight quote at time of order entry as these items are not covered in our standard \$125 delivery fee. **No residential deliveries are available.**

A **\$30** small parcel rates apply to all Fed Ex small parcel shipments. Call for a quote for Fed-Ex expedited shipments.

- All orders under 150 lbs. will default to FedEx small parcel unless otherwise requested. Sheet vinyl orders smaller than 12' x 6' will ship FedEx small parcel.

Will Call Hard Surface Products

- Will Call pick-up service will be available from the locations listed on **ATTACHMENT B**.
 - Will call must be requested at time of order entry.
 - Will call orders must have available material, credit approval, and price approval prior to pick up authorization being released.
- Please call ahead to confirm order is ready for pick up and the individual will call location's pick-up hours.
 - Most pickup hours do not begin before 8 AM.
 - If needed before 10 AM please call by **1 PM (PST)** the day before once the order is confirmed to have available material and all approvals have cleared.
 - Contact Mannington CS to confirm order is/will be ready for pickup.
 - A bill of lading (BOL) number is required for pickup
 - Please contact CS to get your BOL if you do not already have it
 - No customers are allowed in the warehouse area.
 - Dock will be available to load, or material will be brought to ground level.
- **A \$50 handling fee** will be applied to Will Call pick-ups. Truckload shipments are not eligible for will call.
- Will call orders will be invoiced upon shipment from our warehouse and distribution center.
 - All orders must be picked-up within 3 days from receipt at our logistics partners' branches.
 - Orders not picked up within 3 days will be canceled and assessed the appropriate processing and handling charges.
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Will Call Soft Surface Products

- Will call for soft surface products is available at Mannington's Dalton, GA distribution center.
- Please request will call at time of order-entry.

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- **A \$30 handling fee** will be applied to will call pick-ups.
- Please call customer service to confirm will call order is ready for pick up and to receive the appropriate bill of lading (BOL) number, as a BOL is required for pick-up.
- Please note material availability, pricing and credit approval are required prior to will call pick-up will be authorized.
- Please note pickup hours are available from **8 AM to 4pm EST**.
 - If pick up is needed before 10 AM EST, please call by 4 PM EST the day before.
- Will call orders will be invoiced upon shipment from the Dalton warehouse and distribution center.
- Please note:
 - All trailers must adhere to DOT guidelines, including:
 - Capability of loading from the dock with a lift truck.
 - Flat beds or farm trailers will not be loaded.
 - Hand loading is not available.
 - For safety precautions, customers **may not enter the warehouse area** (please announce arrival to shipping clerk office).

Sample and Display Orders:

- Place all orders for residential and Main Street commercial displays and samples with your Mannington residential territory manager.
- Phenix carpet swatches (6"x6") can be ordered via standard customer service.
- Samples will be shipped direct from the mill.

Mannington Cancellation Policy

- Orders for cuts of sheet or carpet cannot be cancelled if the cut has been processed.
- An order is not considered cancelled until it is given a cancellation number.
- Orders that have stock allocated will not be held for longer than 30 days.
- Any order with a future ship date, will not assign stock until 30 days prior to requested ship date.
- All orders with a to be determined shipping date must have an actual ship date provided within 48 hours of the order being placed or order will be cancelled.
- Any order requested to be held longer than 30 days, must have approval of product leadership.

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- If an order has already been processed for shipment when cancellation is requested, it must be filed as a return (see Returns Policy for more information).
 - This includes all dedicated truck load shipments and direct point of entry shipments.

Mannington Returns Policy

COURTESY RETURNS

Courtesy Returns are not product complaints. Courtesy Returns are granted when Mannington agrees to accept a return of unused product or materials when there are no manufacturing defects or a complaint of conformance to product specifications.

Courtesy Returns are neither automatic nor uniform in the amount assessed for restocking charges. Many variables enter the assessment of the restock fee amount, not the least of which is our ability to re-dispose the material.

All courtesy returns must be first approved by Mannington. The terms and conditions of all courtesy returns are exclusively reserved by Mannington, including the right to authorize or reject a courtesy return request of any product. Mannington will not authorize returns for material after Ninety (90) business days from invoice date.

Typical restocking fees are 25% of the returned quantity invoiced amount as well as freight and handling costs. **Freight will be the customer's responsibility to arrange for Hard and Soft Surface courtesy returns.** The restocking fees and the value of any unsellable product will be deducted from the credited amount, specifically any damaged or unboxed carton goods. Product not in its original, unopened, packaging is not eligible for credit.

Instances of manufacturing/order entry/shipping errors at the fault of Mannington are not courtesy returns. Any return due to a Mannington error will be handled or addressed at no cost to the customer once validated.

- Please submit all requests for returns of residential products to customer service at directreturns@mannington.com
- Products requested to be returned must have a Mannington Return Material Authorization (RMA) number.
- Courtesy returns apply only to running line goods.

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- Custom, discontinued, promotional, cut material (*material the customer cut*), off goods, opened, partial cartons or material less than roll standard roll size will not be considered.
- The minimum quantity for hard surface products allowed is 150 square feet for residential carton goods.
- The minimum quantity for soft surface products allowed is 50 lineal feet. (67 yards)
- Sundry items such as moldings, adhesives and cleaners are not eligible for return.

Freight Damage

- To initiate a freight damage claim for residential products, please submit the order number, product, quantity damaged, picture, bill of lading, and explanation of the damage to ResidentialService@Mannington.com.
- All freight damage claims for Truckload and LTL shipments by common carrier from the mill are the responsibility of the common carrier. The damage must be clearly noted on the receiving paperwork. All claims should be reported to the carrier upon receipt of the material. Freight related damaged material should not be discarded until approved to by the claims team.
- Freight damage from freight collect orders should be filled with the customers freight carrier.

Refused Deliveries

Refused deliveries may be subject to a 35% processing and handling fee and second delivery charge may apply to the re-shipment.

Manufacturing Claims

Please examine products and notify Mannington immediately of any nonconformity.

Within thirty (30) calendar days after shipment of any Mannington product is received by the customer, and prior to use or installation of the product(s), the customer should

examine the product(s) and notify the Seller or Mannington immediately of any nonconformity discovered.

Residential Hard Surface Claims

To file a claim related to Mannington's manufacturer's warranty for Residential Sheet, ADURA®, Wood, and Laminate products, please call: 1-800 FLOOR US (1-800-356-6787); or complete the claims form on the Mannington website: Mannington.com/Claims

Residential Soft Surface Claims

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To file a claim related to Mannington's manufacturer's warranty for Residential Soft Surface, please call: 800-609-9557 or email Claims@PhenixFlooring.com

Claim Labor Payments

Residential Claim Labor Payments will be processed as account credits. Refund requests can be made by contacting the credit department at Calhoun.credit@mannington.com.

Payee and Supplier Information:

1. Payee information:
Mannington Mills, Inc.
P. O. Box 96261
Chicago, IL 60693
2. Supplier information:
Mannington Mills, Inc.
P. O. Box 12281
Calhoun, GA 30701

A fee of 2.5% is applied to all soft and hard surface orders that are paid via credit card.