

## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

---

Please place all orders for Mannington Residential Hard Surfaces 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

### **Delivery To Hawaii, Hard Surface Cartons, Roll Goods, and Carpet**

Cartons and Roll Goods that are in the West Coast Stocking plan will ship from our Tracy, CA distribution. Only cartons and roll goods that are in the West Coast stocking plan are available to Hawaii customers. Soft surface goods will ship out of our Dalton, GA warehouse only.

- **Selling Terms: FOB Tracy, CA only. (Hard Surface)**
- **Selling Terms: FOB Dalton, GA only. (Soft Surface)**
- In stock orders placed by **2:00 pm (PST)** cut-off time will be available for pick-up the next business day.
- Customers must arrange pick-up with a carrier of their choosing.
- Please specify which carrier you plan to use for order at the time of the order. If you prefer to use one carrier for all your orders, please notify your local Mannington Sales rep so that they can update our system accordingly.
- The customer will need to contact the carrier/forwarder to get the estimated delivery date. This will be the time from the pick-up from our Tracy, CA or Dalton, GA warehouses to Hawaii.

### **Hard Surface Freight Charges**

A **\$50 handling fee** will be applied for each Hard Surface order from the warehouse in Tracy, California. Carriers are not required to unload/have pallet jacks/liftgate or tail load product.

## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

### **Hawaii Fed Ex Shipments:**

- ***Selling Terms: FOB (Tracy, California) via Air.***
- Call Mannington customer service for Fed-Ex shipments quotes. Customers are responsible for freight charges.
- All orders (cartons) under 150 lbs. will default to FedEx small parcel unless otherwise requested.
- Fed Ex will not ship any flammable adhesives to Hawaii.
- Fed Ex will not accept 12' rolls of sheet vinyl.
- Customer service would give estimated delivery date.

### **Will Call Hard Surface Products – West Coast Stock only.**

- Hawaii is only eligible for will call from the Tracy, CA warehouse FOB only.
  - 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.
- Customers must arrange pick-up with a carrier of their choosing.
- CS or Customer needs to provide at minimum 2 hours in advance their carriers BOL to provide time to pull their order.
- Customers must provide the BOL prior to loading.
- Please call ahead to confirm if your order is ready for pick up and will-call pick-up hours for the Tracy, CA warehouse.
  - 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 Tracy, CA 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.

## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

### **Will Call Soft Surface Products – Dalton, GA.**

- Hawaii is only eligible for will call from the Dalton, GA warehouse FOB only.
  - 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.
- Customers must arrange pick-up with a carrier of their choosing.
- CS or Customer needs to provide at minimum 2 hours in advance their carriers BOL to provide time to pull their order.
- Customers must provide the BOL prior to loading.
- Please call ahead to confirm if your order is ready for pick up and will-call pick-up hours for the Dalton, GA warehouse.
  - 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.
- Truckload shipments are not eligible for will call.
- Will call orders will be invoiced upon shipment from our Dalton, GA distribution center.
  - Orders not picked up within 3 days will be canceled and assessed the appropriate processing and handling charges.
  - **Special packaging or logistics requests will need to be arranged by the customer with the carrier.**
- 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.
- Place all orders for residential samples with your Mannington sales representative.
- Displays will be invoiced and follow the west coast plan.

## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

### **Mannington Cancellation Policy**

- Orders for cuts of sheet 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.
- 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 – (will be shipped back to the point of origin)**

**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. **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.

## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

**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](mailto: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.
  - 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 good that are the same style and color.
- Sundry items such as moldings, adhesives and cleaners are not eligible for return.

### **Freight Damage**

- Freight damage from freight collect orders should be filled with the customers freight carrier.
- For collect carriers order, the carrier is responsible for any notable damage on the BOL at the time of delivery receipt or pickup at our warehouse (Tracy, CA & Dalton, GA)

### **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](https://Mannington.com/Claims)

#### **Residential Soft Surface Claims**

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](mailto:Claims@PhenixFlooring.com)

### **Claim Labor Payments**



## Residential Hard and Soft Surface | Order and Delivery Guidelines for Hawaii

Effective 1/1/2024

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](mailto: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.*