

Terms and Conditions for Flat-Packed NorthPoint Cabinetry

Hardware Resources Dealer Policies

At Hardware Resources, we aim to make doing business with us easy. We intend the following policies to clarify and eliminate any questions you may have. We are excited to work with our dealer customers. As an authorized dealer of Hardware Resources, it is your responsibility to inform your customers about our policies, product information, order details, claim information, and more.

Hardware Resources will not disclose any information directly to your customers, and we cannot be held accountable for any inaccurate information provided by you or your associates.

Order Processing & Payment

NorthPoint Cabinetry offers three convenient methods for easy order placement. We recommend placing orders online for faster processing and delivery and to easily confirm products are in stock.

1. Online: www.NorthPointCabinetry.com
2. Email: Orders@NorthPointCabinetry.com
3. Fax: (318) 742-9513

Order Placement

Place your online order by visiting www.NorthPointCabinetry.com. Login, select the items you wish to order, and simply checkout.

Place an email or fax order by obtaining the cabinet order form or Excel quoting tool by logging in to the website or requesting them from a Customer Service team member or your Sales Representative. Submit the completed order form or Excel quoting tool to the email address or fax number listed above. 2020 and ProKitchen material lists are also accepted, provided NorthPoint Cabinetry's item number nomenclature is used.

For questions about your order, call (800) 463-0660. Our friendly customer service agents are available to help you from 7:00 a.m. until 6:00 p.m. Central Time.

Shipped Order Processing

Orders shipped from our warehouse to your chosen destination will be processed and shipped within 48 hours after you receive your final order confirmation email.

Warehouse Pickup Order Processing

Will Call is available. Check with Customer Service for local pickup times and locations.

Will Call orders require additional time for processing. You will be notified by email or phone call when your order is available for pickup. Should you have any questions about picking up your order or need to have the order modified in any way, contact your Customer Service Representative.

- Hardware Resources will not accept claims for shipping damage on warehouse pickup orders that are later shipped at the dealer's discretion.

Orders must be picked up within three business days of receiving the "ready for pick up" email notification. If not collected within this period, our Customer Service team will contact you to arrange collection within the next 24 hours. Failure to pick up your order within this 24-hour window may result in the order being restocked, and a 20% restocking fee will be charged.

Warehouse pickup orders are not wrapped or strapped for shipping purposes. If your order requires palletizing of products, please provide this information at time of order, or additional delays may occur.

- Hardware Resources will not accept transit damage claims for warehouse pickup orders that are picked up or shipped using delivery services contracted out at the dealer's discretion.

Order Cancellations or Changes

Order changes or cancellations after the order is picked will be subject to a 20% processing fee.

Similarly, cancellations made after an order has been loaded onto a carrier's truck or picked up will be subject to a 20% restocking/processing fee.

Shipping and Delivery

Freight shipping charges are included with orders once the minimum order amount has been met. Please contact Customer Service for your minimum order amount. Hardware Resources reserves the right to fulfill orders from multiple warehouses without prior notification.

Shipping Policies

Standard transit times vary based upon the destination. Please allow an additional day for residential deliveries and deliveries requiring a scheduled appointment.

A \$120 residential delivery fee will be applied to the order if the freight company deems the delivery address "Residential," a designation they impose on particular locations (regardless of local zoning) due to roads and delivery conditions.

For residential deliveries and deliveries requiring an appointment, the freight company will contact you prior to the day of delivery to schedule the delivery within a specific time window.

Shipping charges cover ONE delivery attempt. Any additional shipping and handling charges resulting from delivery failure due to customer circumstances are the customer's responsibility.

Customers who request a different carrier than the default carrier may be subject to an additional freight fee.

Delivery Policies

Lift gate service must be requested at the time of order placement. For deliveries that had lift gate services selected at the time of order, the driver is only responsible for placing the pallet on the ground.

A responsible party must be present to inspect, inventory, and sign off on the delivery. Careful inspection of packaging conditions is crucial for filing freight claims. Any visible damages must be noted on the paperwork when signing for the delivery and documented with photos. Even if you are unsure if the contents inside are damaged due to the exterior condition, please indicate it on the delivery receipt to be able to claim concealed damages in the future.

If the number of pallets delivered does not match the number listed on the driver's delivery receipt copy, please make a note of it.

Do not reject damaged items. Accept the delivery, document the damage, and file a claim with Customer Service. Please refer to the important notes in the Missing and Damaged Items section for further instructions.

Document any missing or damaged items on the delivery receipt.

Replacements for Missing or Damaged Items (Including Concealed Damage)

Hardware Resources has the final decision on resolving any manufacturer warranty claims. Please consult with Hardware Resources before making any commitments to the end customer.

Blemishes or damages that do not affect the structural integrity of a cabinet will not warrant a full cabinet replacement. Hardware Resources reserves the right to provide alternative products or components as solutions.

Freight claims for obvious damage or shortage will only be accepted if indicated on the bill of lading. Missing items must be reported within 5 business days from delivery.

Claims for freight damage must be filed within 5 business days and require proper documentation noting the damage at the time of delivery.

Pictures of the damaged packaging and product are necessary to be eligible for a full replacement. Upon receipt of the damage claim, we will review the request within 24 business hours. Replacements will then be shipped out within 48 hours. Expedited shipping service is not available for replacements and/or parts.

Concealed damages must be reported within one month from delivery. All damages must be documented and reported upon opening the boxes before the cabinet is assembled. Items that have been assembled and installed cannot be claimed as damaged.

Hardware Resources cannot be held responsible for any labor costs incurred during the installation of its products sold via any of its distribution channels. This includes items that may be flawed or damaged during customer transit.

Return Requests

To request a Return Goods Authorization (RGA) contact Customer Service.

1. Phone: (800) 463-0660
2. Email: ReturnRequest@HardwareResources.com
3. Fax: (318) 742-9513

All requests for returns must be made within 60 days of invoice date. Returns are subject to a 20% restocking fee unless the return is due to Hardware Resources' error or a quality issue. Trims, moldings, fillers, panels, and sales tools are not eligible for return.

Include the item number, quantity, and reason for return when requesting an RGA. Items should be in original packaging, unassembled, and shipped with care to avoid damage. Any returned product deemed unsellable will not receive credit.

Discontinued cabinet styles are not eligible for return.

Qualifying returns will incur a 20% restocking fee.

In the event that the return is due to an error by Hardware Resources, a return shipping label will be provided. Otherwise, shipments are the Customer's responsibility (including shipping fees) and should be shipped via a method that allows shipment tracking and proof of delivery.

Online Sales Policy

Hardware Resources actively supports the advertising and promotion of its NorthPoint Cabinetry products by authorized NorthPoint Cabinetry dealers. However, Hardware Resources has determined that the NorthPoint Cabinetry brand will not be sold online. This policy defines how NorthPoint Cabinetry can be displayed online with the intention of promoting sales and driving traffic in-store.

Upon request, Hardware Resources will provide authorized dealers a media package including logos, images, digital catalogs and brochures, and marketing copy that may be used to advertise and promote NorthPoint Cabinetry online. These assets will be provided only after the dealer signs the Image License Agreement Form. Images are a representation of the cabinet finish and may differ slightly from the physical product due to print quality and screen color differences.

What is allowed:

1. Use of the NorthPoint logo
2. Use of approved marketing copy provided by Hardware Resources
3. Use of approved digital assets provided by Hardware Resources
4. Links for download of the NorthPoint Cabinetry Homeowner Selection Guide, Catalog, Vanity Catalog, and Specification Book
5. Links to NorthPoint social media pages (Instagram, Facebook, YouTube, Vimeo)
6. Informational landing pages on the dealer's website

What is not allowed:

1. No online retail sales

2. No pricing is to be shown online
3. Individual SKU images cannot be shown online
4. Product drawings cannot be shown online
5. The NorthPoint Price Book and Overview Brochure PDF cannot be shown online

White labeling/private labeling of the product is allowed; however, the use of all NorthPoint Cabinetry digital assets and product identifiers (brand name, part number, collection names and finish names) must be replaced with the dealer's own digital assets and product identifiers at their own cost.

Hardware Resources is committed to proactively finding and dealing with any violators of the above policy. Policy violations will result in account suspensions and customer terminations.

For questions, please contact your Hardware Resources sales representative.

Marketing Policies

Hardware Resources cannot be held liable for applicable marketing costs for promoting our products.

Display Policy

Hardware Resources is pleased to partner with our displaying dealers. We offer a discount on Hardware Resources products ordered and installed in a dealer's showroom. The products should only be used for display purposes. Dealers should inquire about the discount with their sales representative.

Third-Party Design Programs

Hardware Resources does not guarantee the accuracy of any third-party design software, including but not limited to 2020 Design and ProKitchen Design software. For accurate information on Hardware Resources product specifications and pricing, please refer to your dealer portal.