

# Suncraft Drapery Policies

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## Establishing Accounts

The majority of our customers are interior designers or furniture / decorating stores and typically purchase items for re-sale to homeowners / commercial accounts. All accounts will be charged appropriate Florida Sales tax unless a current-year, signed Florida Re-Sale certificate has been provided to us. An account can be setup by downloading our request account form and then faxing or scanning and emailing it back to us, or you can always come by the office and we will help you set up an account. Terms for new accounts are 50% deposit with the order and balance due upon completion. Contact us at [Info@suncraftdrapery.com](mailto:Info@suncraftdrapery.com) with any questions about establishing an account.

## Quotations

Once you have an account established with us, you will be assigned to a Design Consultant who will be the primary contact for your jobs. You can send your design specifications to them via Fax, Email, mail or setup an appointment to review them. We may ask some clarifying questions on your specifications, or make recommendations to you based on our prior experience. We will then prepare a quotation for you using our computerized quote system and Fax or Email it to you for your review and approval. Quotations are usually turned around in 24 to 48 hours. More time may be required depending on our workload, if there are many questions, or if it is a quote for a very large project. We typically provide a separate quote for each room, as it facilitates changes and deletions until the quote is signed off and converted to an order.

## Customer Orders

To place an order, you sign off on the quotation that we have provided you; provide a 50% deposit on the order; and if your company uses Purchase Orders, then provide us with a PO. Your order is added to our Active Orders list when all the above items are received. Once we have all the items required to fabricate your order (fabrics, trims, etc.) then your order is released to production, added to the production schedule and a target completion date is established.

## Customer Supplied Items (COM)

We are able to obtain virtually any fabric, trim, hardware, blind or shade for you. This minimizes your effort in ordering and tracking items, dealing with flaws or shortages, and incurring additional fabrication or install charges should there be design problems or vendor issues. However, many of our customers have their own accounts with various suppliers and choose to supply their own fabrics and trims for us to use for fabrication. These are referred to as Custom Owned Materials (C.O.M.)

You are responsible for providing the correct items to us (qty, desired color match, etc.) These items must be clearly side marked with your name (designer) and also the homeowners name. We typically receive 50 – 100 different fabric / trims per week and need your help in tagging these for the proper jobs. We handle your COM items with the same care that we handle our items to prevent loss or damage. Please ensure they are packaged properly.

We typically inspect the fabrics and trims when they are released to production and being inspected and cut. We do make judgment calls on very minor flaws and, if possible, cut around flaws to still fabricate the items you requested out of the fabric provided. We will inspect the fabrics and alert you to any significant flaws or shortages prior to cutting and get your approval prior to proceeding. In a small number of cases where the flaws are too extensive, or the supplier has shorted the fabric, and replacement fabric is required, delays may occur in the final completion of your job.

We do minimal inspection of COM hardware, blinds, shades when received (ensuring count is correct, no major damage). If there are significant problems with the design (bracket projection, Qty of Rings, Blind size, etc.) these may not be discovered until the actual installation.

Some of our customers choose to have the COM fabrics, trims, hardware and blinds delivered to them for their inspection and verification. Once they are satisfied that the items are correct they deliver them to us for our use in fabrication and installation.

## **Fabrication**

When all items for a job are received in-house, the Design Consultant releases the job to production. Our computerized quoting system generates workorders which ensure a high level of consistency in our fabrication standards. The workorders are reviewed one final time by the production manager to ensure they are clear and all fabrication issues have been addressed. All fabrics are measured and inspected prior to cutting and starting the fabrication. Many jobs have a unique aspect to them and proper care is given to the unique fabrics, trims and design of each job to ensure a successful product and a happy homeowner. Once fabrication is completed, items are packaged and systematically stored with the customer name and sidemark for easy retrieval on the day of installation.

## **Installations**

Installations are usually pre-scheduled as your job approaches completion of fabrication. We estimate the time it will take the installer to complete your job and select the next available installation time and offer that to you. We work with you to coordinate our schedules, your schedules and the homeowners schedule to arrive at an agreed installation date and time. When we are installing your job we strive to have the final installation meet your initial design criteria. We request that you, or at least the homeowner be present at the installation so we can make any desired adjustments (height, dressing panels, puddling, etc) while still on the job-site to prevent call-back's for minor install issues. On rare occasions, if we are running late due to weather, traffic, or a prior install needing additional time to fully please the customer, we will advise you

and keep you informed. We plan our arrival time windows to minimize any disruptions to you and the homeowners.

## **Customer Service**

Should you have any questions or issues about any items that we have completed or installed, please contact your Design Consultant or our Sales Manager. We provide a One Year warranty on all fabrics, trims, hardware, blinds, shades that we provide and a One Year warranty on any fabrication or installation labor that we have done. The warranty expires one year from the date on your invoice.

For items that we have installed, we will be glad to go out to the customer site and evaluate and correct the installation or fabrication issue. Depending on the issue, it may require us to bring the item back to our workroom for correction. We will be glad to correct defects that are our responsibility at no charge to you. Some issues or defects are not our responsibility, and will require a charge for our service call. These include issues with COM hardware or COM shades; improper use or abuse by customer (children / pets/ housecleaner/ painters); sagging draperies due to stretching of fabric, height adjustment after initial installation, etc.

For items that you have picked up, please return them to our workroom for our evaluation and correction. We will be glad to correct defects that are our responsibility at no charge to you. We will inform you when they have been corrected and ready for you to pick up.

Our goal is to make your job easier; to make you look good to your customer. We strive to minimize errors and customer service issues. When one does arise, we strive to address it and correct it in an expedited manner to minimize the homeowner's inconvenience.

## **Invoicing and Payments**

Often large jobs are divided up at the beginning and quoted separately, typically by room. These items go thru fabrication separately and are invoice separately, typically by room. When fabrication is complete for a particular quote / room that portion of the job is invoiced. Typically our production is scheduled so that all quotes / rooms for a particular job are finished within a few days or weeks of each other. The job is typically installed within a few days or week after the final quote / room is completed.

We expect payment based upon the terms that we have agreed upon with you. For new customers, we typically require payment of the final 50% of the job prior to scheduling the installation. Once customers have been with us for a period of time and have an established credit, you can request to have your terms changed to have the balance (final 50%) due Net 10. Should our fabrication be complete and the installation delayed due to items beyond our control (house not completed yet, homeowner vacation...) we do expect payment per our agreed upon terms.

Delinquent accounts will be charge monthly interest charges and be subjected to further actions to bring their account current.

## Questions?

Here at Suncraft Drapery our goal is to provide all of our customers with not only the absolute best in custom fabrication, but also a smooth, outstanding overall experience. If you have any questions contact us at [Info@suncraftdrapery.com](mailto:Info@suncraftdrapery.com) or look at our website [www.suncraftdrapery.com](http://www.suncraftdrapery.com) for more information.