



ELEGANT EARTH

www.elegantearth.com | 1700 Vanderbilt Road | Birmingham, AL 35234
phone: 205.324.6464 | toll free: 800.242.7758 | facsimile: 205.324.7555

Company Updates

FIND A DEALER

Due to the unprecedented volume of inquiries our customer service department is receiving we are currently not able to process "Find A Dealer" Requests. Please contact your local upscale garden center or "Designer Driven" Home Store to inquire about ordering from our line. We appreciate your interest in Elegant Earth.

SAMPLE KITS

Due to unprecedented volume of business and increasing lead times, we are changing the way we process "Finish Samples".

- 1) Current Set of Concrete Finish Samples includes: Moss, French Wax, Rottenstone, French Grey, Lichen, Plaster White, Blanc, and Gris. We only ship the entire kit and charge a non-reimbursable fee of \$39 which includes Shipping and Handling.
- 2) Current Set of Cedar Stain Samples ships for a non-reimbursable fee of \$19 which includes Shipping and Handling.
- 3) Send requests for finish samples to orders@elegantearth.com to begin processing. Please allow 2-3 weeks for receipt of your samples.

ESTABLISH AN ACCOUNT

We are so thankful for new customers and look forward to processing your new account request. Due to the unprecedented volume of requests we are receiving, it is taking 2-3 weeks to respond. To set up a new account, please visit www.elegantearth.com and select "Establish an Account". To speed up your request, make sure you meet our trade or dealer qualifications and please complete all fields in full including attaching your Resale Tax Certificate, Business License, and store photo. Applications without attachments will not be accepted.

SHIPPING SHORT

In order to ship your order sooner, some orders may be sent incomplete. Excluded products will not be backordered at this time. Please contact Elegant Earth Customer Service to reorder any of those excluded products.

- Due to unprecedented order volume and changes in the way freight companies are handling larger shipments, we are suspending volume discounts immediately.
- Effective immediately, we will no longer accept below minimum orders.
- All imported items will have a 10% surcharge added to the total due to increases in international shipping costs beyond our control.



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Shipping and Receiving Instructions

All orders must ship via common carrier. Please be prepared to accept palletized shipments. Service provided is drop off. Liftgate service can be provided if requested. Liftgate, appointments, drop ship fees, remote areas require additional charges. Fuel surcharges may apply to all destinations.

Damages:

All products leave our dock in perfect condition. It is the customer's responsibility to inspect the shipment for damage. If any external damage is found to the package, it must be noted on the receiving bill. The recipient must notify EE of any concealed damage or shortage within 48 hours of delivery. *Please note that most minor chips and scratches can easily be remedied by the "Touch Up Kit" that is enclosed with each shipment.*

Customer Receiving and 3rd Party Receiver Instructions:

Please review unpacking instructions before unloading. Delivery is via tractor-trailer unless otherwise specified.

It is the responsibility of the either the customer or 3rd Party receiver to unload the pallets/product from the back of the delivery truck. Please note that the merchandise is boxed and palletized. It is the receiver's (customer or 3rd party) full responsibility to have the proper equipment and/or staffing available to unload the pallet/product from the back of the delivering vehicle. Elegant Earth will not be held responsible for any issues that arise because of unloading product. Elegant Earth will not be held responsible for any delivery delays once the product leaves our facility.

The customer is responsible for any and all additional fees associated with special delivery requests/services. Please contact your Elegant Earth customer service representative for further information regarding these fees.

Product Details:

Be advised that most pallets are more than 1000lbs with some items exceeding 1000lbs. Products may shift during transport. Please review unpacking instructions for Check boxes for metal components and touch up kits within the box.

Liftgate, appointments, drop ship fees, etc, require additional charges. Upcharges may apply to remote areas, limited access areas and highly congested areas. Fuel surcharges may apply to all destinations.

Factory Pickup:

While you are welcome to pick up your order at our factory, there is a handling charge on all wholesale orders. An appointment should be scheduled, and a proper vehicle is required.

DESTINATION ESTIMATES:

Based on product total. Rates are based on average size orders. Above average weights may increase rates as well as rural areas and large cities.

AL,AR,GA,MS,TN - 20% of product total **Minimum** of \$199

LA, KY,MO,N.FL (no of I4),SC - 22% of product total **Minimum** of \$219

CNTL FL(I4-I10), IN, KS,NC, E TX(East of I45) So.VA - 24% of product total **Minimum** of \$239

IA,IL,MI,OK,W.TX (West of .I45) - 26% Of product total **Minimum** of \$259

All other states must request a quote.



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Unpacking Instructions

- **Be advised that most pallets weigh more than 1000lbs.**
- Products may shift during transport.
- Start unpacking from the top. Removing bottom items will cause smaller pieces to fall.
- Remove enough Excelsior (green bags) so items can be seen before removing.
- Look for small boxes with contain small items, pump kits, touch up kits, and metal components.
- Some items may be strapped to the pallet. **DO NOT CUT THE STRAPS WITHOUT HAVING THE PIECES SECURED** to prevent possible bodily injury and/or piece damage.
- Do not drag any large pieces out of the box as this will scuff and scratch the piece.
- Please photograph any concealed damage while unpacking for reporting purposes

ALWAYS UNPACK FROM THE TOP