



## Customer Ordering Guide for Chemical & Parts

We know that this seems like a lot of information, but we want you to have complete knowledge of the ordering process *to help ensure everything runs smoothly* for you and your business. We realize that there are emergencies, and we are willing to help as much as possible.

1. **All orders are to be placed by email to the address below or by contacting the office.**
  - a. [orders@profoam.com](mailto:orders@profoam.com)
  - b. 706-557-1400 (o), 706-557-1405 (f)
2. **Paperwork:**
  - a. Please complete the necessary Profoam and NCFI paperwork and return at a minimum of 24hrs prior to placing an order.
  - b. If you are requesting a line of credit for chemical purchases, the process could take up to two weeks for approval depending on how quickly your references respond. Until credit terms are issued, you are welcome to order foam materials, but you will need to pay by card or E-check/ACH.
3. **For Orders to be Shipped the Same Day:**
  - a. Orders MUST be placed by 12:00pm EST. Some warehouses may have earlier cutoff times. Please reference the Warehouse Hours document.
  - b. If you are paying by credit/debit card, you MUST make sure the charge will be approved by your bank or credit card company. Any denied transactions can delay the processing of your order (which can lead to a delay in the shipping of your order). If you are using a debit card, please make sure your daily limit has been increased, so the charge will be approved.
  - c. You may pay by E-check/ACH to avoid raising your daily limit.
4. **Shipping Address:**
  - a. You may have multiple ship-to addresses on file.
  - b. If you have more than one on file, PLEASE make sure you specify which address to ship each order to.
  - c. If you have a new shipping address, please submit this to us in a reasonable amount of time so your shipment is not delayed.
5. **Warehouse Pick Up:**
  - a. You may pick up at the local NCFI warehouse for no shipping fees.

- b. Each warehouse varies on pick up times and lead times.
- c. Some warehouses have a 2-hour lead time for pick up from the time they received the order; therefore, if you arrive prior to the 2-hour window, you are subject to a \$25.00 minimum rush fee.
- d. If you wish to pick up your order early the next morning, we MUST receive the order no later than 2:00pm EST the day before.

**6. Sales Tax for Chemical Purchases:**

- a. If you are sales tax exempt, please include your exemption form with your paperwork.
- b. The following states are sales tax EXEMPT for NCFI only: OR, MT, KS, DE, VT and NH.

**7. Credit Cards & Payments for NCFI Chemical Purchases:**

- a. There is NO credit card fee for chemical purchases with NCFI if you pay by credit card when the order is placed. If you put the order on your NCFI terms account, there is a 3% credit card processing fee when you pay on your account with a card.
- b. If you wish to avoid the credit card processing fee when paying on your account, you may:
  - i. Wire transfer into NCFI's account – this option usually takes 2 business days to post.
  - ii. Mail a check to NCFI – Attn: Emillie Lee, PO Box 1528, Mt. Airy, NC 27030. The address to remit payment to is also located on the mailed invoice.
  - iii. Use E-check for an automatic ACH withdrawal. This form can be sent to you for completion or it can be filled out over the phone. We can keep it on file for future orders, or you may call in the information each time you place an order.
  - iv. NO order will be released without payment up front or an account set up with terms.

**8. Parts, PPE, and Accessories Purchases:**

- a. Most PMC and safety items are shipped out of our Rutledge warehouse.
- b. If Rutledge does not have the items you need in stock, we will drop-ship them from the manufacturer.

- c. Overnight items: We want to keep you working; therefore, if you need a part, we will do any and everything possible to get it to you ASAP.
  - d. All parts and safety items are to be prepaid, as Profoam does not extend terms. There is a 3.9% processing fee added to all invoices. A cash discount is available and applied to invoices paid by E-check/ACH.
  - e. Georgia businesses will be charged sales tax for parts and accessories unless we receive a Georgia Sales Tax Exempt Certificate.
  - f. A *10% restocking fee* is subject to returned parts, ppe, and accessories, customer is responsible for return shipping.
9. **Chemical Returns:**
- a. Any chemical returned will be handled on a case by case basis. All returns will be subject to a 15% restocking fee and return freight will be charged.

**Thank you for your business, and we look forward to serving you!**

*~Profoam Office Team*