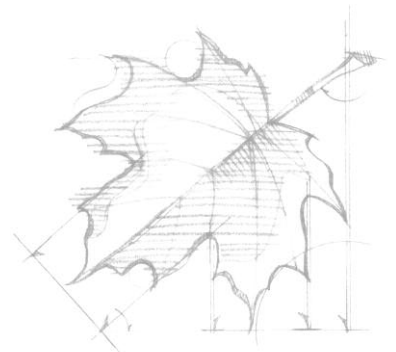
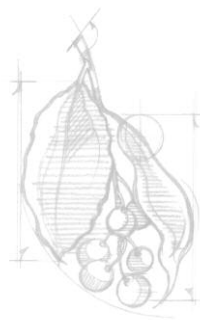
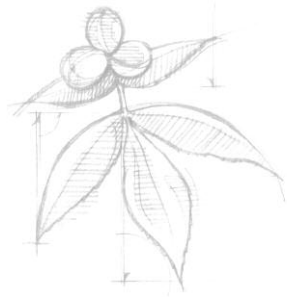
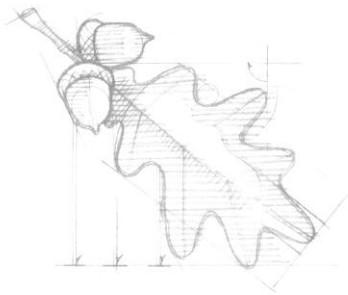


Creating An Order

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Order Procedures

The following guidelines are to help minimize confusion and improve efficiencies to ensure quality customer service.

Placing an Order

HomeCrest accepts orders by fax, email, CabNET Pro* and telephone, providing your account is in good standing. Faxed and email orders may be sent 7 days a week, 24 hours a day. Orders will be processed on the next business day if received after 3:00 p.m., northern Indiana time.

We encourage written orders to minimize errors. To place an order:

1. Orders may be placed using order forms provided by HomeCrest (free of charge), your purchase order form, computer generated printout or any format preferred, as long as HomeCrest nomenclature is used.
2. Confirm telephone orders with a written, clearly identified confirmation.
3. When faxing orders, use a cover page and number all faxed pages.
4. Specify on each order the **finish, door style** (*square, arch or cathedral*), **hinge preference** (*furniture, concealed and right or left where applicable*), **drawer box** (*laminated, 1/2" wood, deluxe wood drawer or deluxe wood drawer with SofTouch drawer guide*), and **cabinet ends** (*laminated or plywood*).
5. Specify **shipping method** (*cycle, full truck, LTL, UPS, or pickup*), **preferred carrier, purchase order number, and ship date**. HomeCrest will do its best to accommodate your specifications whenever possible.
6. If the **order ships to a location other than your normal delivery address**, please provide a complete address including a telephone number and contact name.
7. **Place orders for a specific ship date at one time**. HomeCrest schedules orders to ship on a first in, first out basis, according to your ship schedule. Lead times may extend temporarily if production or shipping functions are scheduled to capacity or during extended holiday closings. Please check your shipping schedule or call your Customer Service Representative.
8. **Cube orders for truckload quantities prior to order placement**. This will prevent over or under cubing a shipment. The cube capacity of a trailer will vary depending on the cabinet mix of the order. HomeCrest recommends checking the cube capacity of your preferred carrier. Most standard 53' trailers hold approximately 3,000 cubes. In the event an order is over cubed, please designate which order can be used as "FILL".

Order Processing

HomeCrest enters orders using the nomenclature listed in this specification book.

Once an order is entered, HomeCrest will mail or fax an acknowledgement to you. Upon receipt of the acknowledgement, HomeCrest strongly encourages that the order be proofed against the acknowledgement. Report any discrepancies to your Customer Service Representative immediately.

*CabNET Pro is an easy-to-use order entry software program. Contact HomeCrest for information regarding this program.

FAX Number: 800-737-1500

Email Address: hcinfo@homecrestcab.com

Change Order Procedures

We will consider requests for **minor** changes or cancellations to an order in writing up to 48 hours (two production days) after receipt of your sales order acknowledgement. Your acknowledgement is faxed immediately upon completion of entering your order in our system. All changes must be completed prior to releasing the order to the factory. When requesting a change, specify the sales order number found on the acknowledgement and your purchase order number. We will fax a corrected acknowledgement confirming all changes.

Please note, an example of a minor change is canceling a B21 and adding a B24. Changing the color or wood specie on the entire order is considered a new order and may delay your shipment. **Cancellations or changes of this magnitude are subject to a 25% cancellation fee. We cannot accept changes to an order beyond 48 hours. We cannot accept changes or cancellations to product manufactured by our Custom Choice department or orders placed using our Job Completion Order (JCO) program.**

Notes

