



Thank you very much for your interest in Bungalow 5. You have now been entered into our system as a customer.

In order to ensure a wonderful and problem-free ordering experience, we'd like to briefly review our policies and answer some of the questions which our new customers usually ask.

#### Ordering

In order to process your order, we always need a purchase order in writing with:

- \* Your company name (the entity which is being billed),
- \* A list of items you'd like to order,
- \* Where the order is shipping to, and
- \* Any other information you feel we should know about the order or recipient (such as side marks, specific delivery times, etc.).
- \* An email or fax where we can send an order confirmation

You may send your order either via fax (to [REDACTED]) or via email (to [REDACTED]). Please note that we generally do not require payment at the time you place an order; payment is required only when an order is ready to ship.

Once we receive your written order, we will email or fax a confirmation with lead times for your pieces. In stock items usually ship within 7-10 business days. Out of stock items usually ship within 14 weeks; however actual lead times for out-of-stock items can be shorter or longer depending on a variety of factors and we will provide you with our estimate on your order confirmation.

When your order is ready to ship, we will calculate shipping, contact you with shipping charges, and ask for payment. We accept all major credit cards, as well as company checks, and wires. Orders paid for by credit card will ship right away. Payments made by check will ship once the check has cleared. Credit cards or wires are accepted for international customers, however we can't accept international checks at this time.

When a carrier has picked up your item for delivery, we will email you the tracking information.

#### Our Website

The Bungalow 5 website is designed to be a resource to help you see our collections and finishes. Anyone can access the site by simply entering their email address. And since no pricing information is shown on the website, retailers and designers alike can feel comfortable in directing their clients to it.

The site is very user friendly and straightforward. It features our entire collection by category (e.g. coffee tables, side tables, seating, lighting, etc.). There is also a category for new products - in case you want to review only our new products. You are also able to read descriptions of the pieces and to see photos of each piece in every finish that is offered. And when the photo is clicked on, you can see close-ups of the finish. You are also able to print tear-sheets with dimensions.

In addition, our website has a product availability report which tells you what is currently in stock and when out-of-stock items will be arriving in our warehouse. In order to access the product availability report you will need a password and login which we have provided to you in the body of this email.

The product availability report can be found under the "To the Trade" tab. It is updated daily, so the information is generally quite accurate. If it is unclear or you have any questions about how to read it, please don't hesitate to call our customer service department.

#### Shipping

We have a variety of shipping methods depending on the item and your preference.

- **Common Carrier** –This tends to be the most frequently used and least expensive shipping option. However, common carrier deliveries are curbside delivery with a pallet (even when delivered to a residence). Customers can request an "inside" delivery, but this usually means delivery on a pallet into a garage (not inside the home). Inside deliveries must be requested prior to shipping and include a surcharge by the trucker. In determining which carrier to use, we go through a broker and pick the best and most cost effective carrier. Some of these carriers include Estes, Conway, Old Dominion, Pitt Ohio, and New England Motor Freight. If you wish to use another carrier, we are more than happy to accommodate your request but the reason we have chosen these carriers is because, in our experience, they have the lowest rates of damage and tend to be more reliable.



- **White Glove** – This is a premium delivery service in which items are unboxed, unwrapped, and hand carried into a client's residence. Although white glove service is available to most major metropolitan areas, through carriers such as Plycon, it tends to be very expensive and very slow. It is only cost effective in the New York/New Jersey/Connecticut metropolitan area.
- **FedEx** –Accessories, including lamps, small furniture, and knock-down items (this means items which are flat-packed and which require some very simple assembly) can be shipped via FedEx. At your request, we can bill your own FedEx account however you then become the shipper of record and FedEx does not allow Bungalow 5 to process and follow-up on shipping damages since they require that the account holder file all claims.
- **Customer pickup** – Customers who are local may visit our warehouse in Oakland, NJ to pick up their pieces. However, you **MUST** make an appointment with one of our customer service representative at least 24 hours in advance and must come between 9am-12pm or 1pm-3:30pm EST. Customers paying by check must send the check in advance, and it must be received before pickup.

#### Damages

Over many years in business, Bungalow 5 has developed a very thorough level of quality control which includes inspections at every point of production and packaging which is amongst the best in our industry. Nevertheless, problems occasionally do occur. Whenever you encounter a shipping damage or quality issue, please contact the claims department by phone or by email at [REDACTED].

We always ask that you send us photos of any damages with a description and please include a photo of the box if it shows any signs of rough handling. For quicker resolution, emails should include the sales order number (the number beginning with "SO", or the invoice number which begins with "IN").

#### Credit/Terms

Bungalow 5 is pleased to extend credit to clients who have established a track record of prompt payment with us and who also maintain a high business credit rating with Lyons Credit Services, the largest credit rating agency for small businesses in the US.

Terms are never granted on initial orders from new clients. But on subsequent orders, Bungalow 5 will review a client's credit standing in Lyons Credit Services, which rates credit on a score of 1-5, with 1 being the highest and 5 the lowest. Clients who are rated 1 or 2 are granted net 20. Clients rated 3, must provide us with a valid credit card which will be charged only if the client has not paid at the end of 20 days. Clients rated 4 and below, must pay their balance in full prior to shipping.

The exact amount of the credit line, will depend on a number of factors including such things as order size, Lyons rating, the number of years a client has been doing business with Bungalow 5, etc.

We've tried to answer the most commonly asked questions in this letter. If we've missed anything, or if you have additional questions, please don't hesitate to contact us.

We look forward to working together as partners and helping you become a roaring success with your Bungalow 5 pieces!

Best Regards,

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