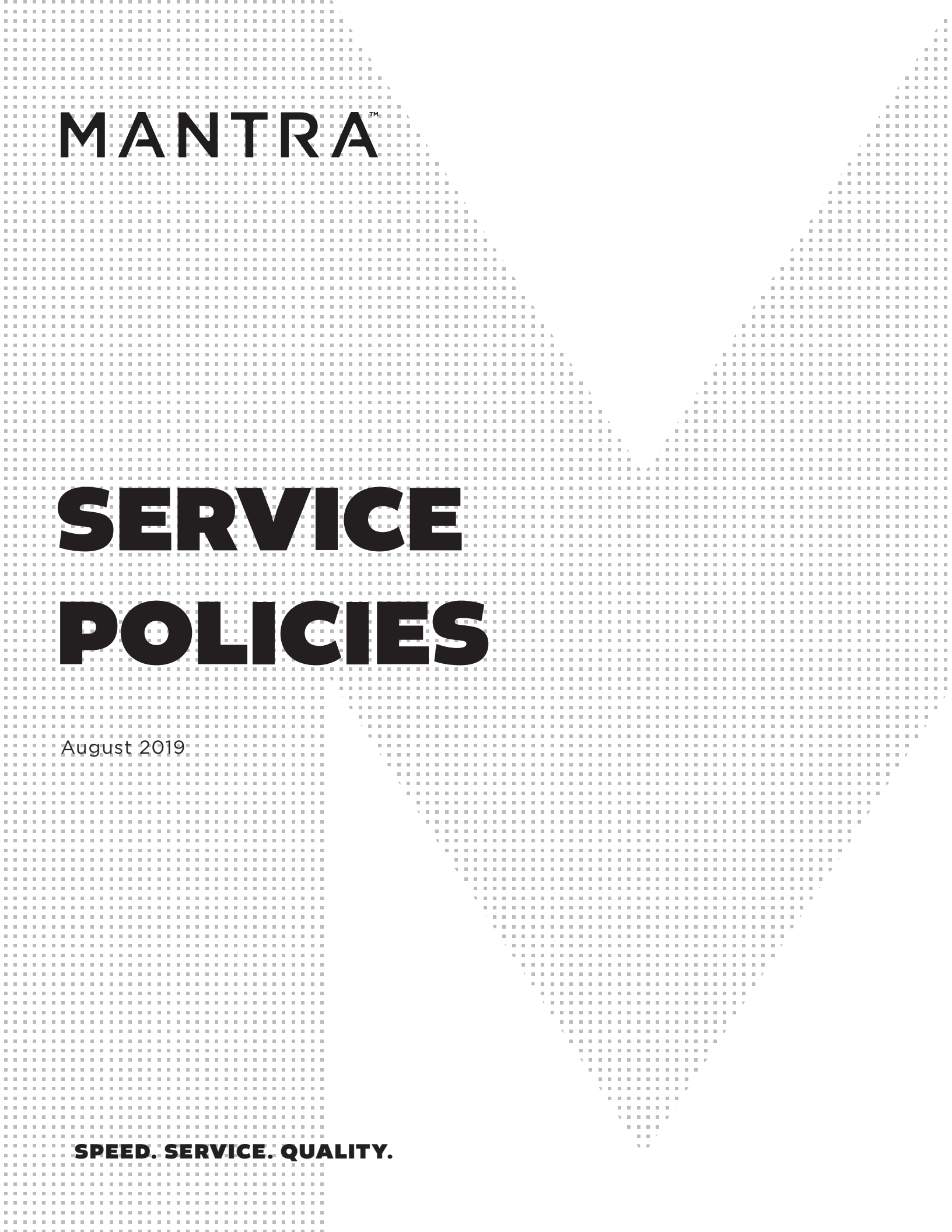




MANTRA™

SERVICE POLICIES

August 2019

SPEED. SERVICE. QUALITY.

CONTACT CUSTOMER SERVICE

Hours of Operation

M – F, 7:00am – 6:00pm (EST)

Email

mantracs@masterbrand.com

Phone

844-846-4572

Customer Service Leadership Team

Robin Cox, Specialist - Customer Service

mantracs@masterbrand.com

(844) 846-4572

Jeanette Hale, Sr. Supervisor - Customer Service

jhale@masterbrand.com

(812) 634-0145

Dawn Powell, Manager – Customer Service

dpowell@masterbrand.com

(812) 634-0164

Danna Decker, Sr. Director - Customer Service

ddecker@masterbrand.com

(812) 481-7896

PLACING A NEW ORDER

Electronic order placement using mbci1touch.com is required.

- Orders will not be accepted via phone, fax, or email.
- Orders may be manually entered on mbci1touch.com via Mantra Order.
- Orders may be placed using 2020 LiveORDER. LiveORDER allows you to submit electronic orders to MBCI directly from your 2020 design software. To use LiveORDER, you must have 2020 (version 8.1 or higher) and an active 2020.net account. For more information, please contact your Customer Service or Sales Representative.
- Electronic order pickup times are 6:00am, 7:30am, 8:30am, 9:30am, 10:30am, 1:00pm, 2:30pm, and 3:30pm EST Monday through Friday, excluding holidays.
- Mantra Cycle Ship cut off is 10:30am EST. For monthly updates, please refer to the Mantra cycle ship calendar on MBCI1Touch.

DESIGN SOFTWARE

In some cases the product pictured in your design software will not match the configuration of the product. Please refer to your specification manual for the correct representation of the product. Items that are modified may no longer represent the capabilities, nomenclature, or visual of what is offered in our product line. Please refer to your specification manual for any notes and/or cautions about door styles, woods, stains, and cabinetry.

ORDERING

- No minimum order is required.
- Electronic ordering method is required.
- Orders must be placed by 10:30am EST to be included in that day's processing.
- Orders must be clean and in good credit standing.
- Orders must be complete with all required information. Incomplete order item kick-outs will require dealer resubmission, and lead time will be affected.
- Cabinets will ship to dealer showroom or warehouse
- Neither jobsite/curbside nor home delivery are available.
- Multiple stops are not permitted for truckload orders.
- Neither requested delivery dates nor sequenced loading are available.
- Mantra Cycle Ship orders totaling 3200 cubes may be delivered by a dedicated truck. Orders with fewer cubes will be combined with others in the market to maximize freight.
- For Mantra Cycle Ship pricing, orders must be submitted together as one load and fit on one truck (max 3300 cubes). Orders must bill under the same account and ship to one location.

LEAD TIME

Any production down days will impact lead times and are subject to change. Refer to mbci1touch.com for updated schedules.

- Mantra Cycle Ship lead time is six business days or less after clean order cut off date and time.
- Contact your Mantra sales rep for truckload lead time outside of Mantra Cycle Ship. The Mantra truckload lead time delivery window is between 10 and 15 business days.

ORDER STATUS

- Check order status on mbci1touch.com.
- The following documents will be sent to you throughout the order life cycle. These documents will be sent via fax or email.

Document	Description	Timeline
Order Acknowledgment	Detailed line item report with list pricing	Day after order receipt
Order Status	Status of purchase order	Once order has been acknowledged and invoiced
Delivery Notification	Day of delivery to dealer	Once load is assigned
Backorder Notice	Description of backordered item	Once truck is loaded
Invoice	Detailed line item report of net pricing	Once shipment is in route

CHANGES AND CANCELLATIONS

Changes, additions, or cancellations are not accepted. Therefore, it is strongly encouraged that the order be reviewed for accuracy prior to submission.

BACKORDER GUIDELINES

Notification of backorder will be communicated to the dealer on date the order has departed our facility.

DELIVERY GUIDELINES

The following process should be followed when receiving a shipment of MBCI product

- Dealer showroom or warehouse must be 53' accessible, except in Manhattan, Brooklyn, Queens, The Bronx, and Staten Island.
- Shipments are delivered Monday through Friday, between the hours of 7am and 4pm local time.
- Someone must be available to accept shipment on the delivery date and time specified by the carrier.
- A qualified dealer representative must remain present to receive and inspect all items.
- The dealer will be responsible for providing adequate help and equipment to unload product within 2 hours of arrival (two able bodied individuals capable of lifting at least 100 pounds each). The driver will provide tailgate service only, unless a tailgate exception agreement has been established. The driver is not responsible for unloading and transferring of product. Delays in unloading could lead to detention charges for which the dealer would be liable.
- The carrier should provide a Bill of Lading (BOL), and Packing List at the time of delivery. Product should be inspected at the time of delivery.
- The quantity of each SKU indicated on the carton labels should equal the quantity on the packing list.
- Cartons showing visible damage should be opened and inspected before the carrier leaves.
- Damaged product should not be returned via the carrier.

STANDARD RECOVERY

- Replacement component parts (ex: doors & drawer fronts) are not available. Complete cabinets will be replaced. Replacement must be ordered electronically by dealer.
- Non parcel items will ship to dealer showroom or warehouse.
- Mantra cycle ship lead time is no more than 6 working days after the cut off date / time. Lead time begins the day after order cut off. Any scheduled production down days will impact lead times and are subject to change. Refer to mbci1touch.com for updated schedules.
- Order must be received on cut off date before 10:30am EST.
- Order must be clean and in good credit standing.
- Pieces that can be shipped via parcel ground will ship within 4 business days after clean order date.
- When ordering parcel shipment, please note all orders with billable items will also be charged any associated shipping fees. Orders without billable items will not incur shipping fees.
- An original order number or purchase order number is required for no charge replacement items. If it cannot be obtained at time of order, an explanation will be required and may result in further investigation and/or extended lead time.
- Changes, additions, or cancellations are not be accepted for these orders

PREPAID FREIGHT

Prepaid freight is freight paid by MasterBrand. MasterBrand establishes a contract and arranges delivery direct with the carrier. MasterBrand is responsible for communication with the carrier, freight cost and freight in transit.

- If an item is listed on the packing list, but cannot be found at the time of delivery (shortage) or an item shows visible carton damage, the dealer representative must note the item(s) on the carrier's copy of the Bill of Lading (BOL) at the time of delivery in order for MBCI to file a claim with the carrier. The BOL cannot be a copy that was altered after the carrier left. To receive components at no charge, a copy of the BOL noting the shortage or visible damage and signature must be sent via email within one business day to Customer Service when the recovery order is placed electronically.
- All issues of concealed damage or mislabeled items must be reported within 90 days of delivery in order to be eligible for a no charge replacement.
- No charge replacement requests can only be made for identical items unless the issue deals with receiving an incorrect shipment. Items such as touch-up kits, skins, fillers (in limited situations) are allowed to be ordered at no charge to correct a cosmetic issue with a cabinet.
- Replacement component parts (ex: doors & drawer fronts) are not available. Complete cabinets must be ordered electronically by dealer for replacement.
- An original order number or purchase order number is required for no charge replacement items. If the original order number or purchase order number cannot be obtained at time of order, an explanation will be required and may result in further investigation and/or extended lead time. Photos may be requested.
- When ordering cabinet items for shipment via parcel, please note that all orders with billable items will also be charged any associated shipping costs. Cabinetry parcel orders without billable items will not incur shipping fees. If expedited shipping is required, associated shipping costs will be charged.
- All other issues will follow our stated warranty.

INSPECTION AND REPAIR

From time to time, MBCI will send out a representative to help review larger issues and assist you to ensure proper resolution can be made for the end consumer. During the inspection, this representative will work closely with you to help determine whether a repair or replacement would be the appropriate method to resolve an issue. An MBCI Customer Service Representative will assist you in making the determination if an inspection is needed and will facilitate this process when initiated.

RETURN OF GOODS

All cabinets are assembled according to the individual order and cannot be changed, canceled or returned.