



Will Call Policy

Lotus & Windoware, Inc. is an Importer and Wholesale Supplier of window coverings. Our business model is built on efficient order processing and shipping of customer orders. Lotus does not have a Will-Call counter but will accept Will-Call orders as long as they do not create undue interruption of our normal business procedures. The privilege of placing Will-Call orders may be revoked in situations where a customer is not willing or able to abide by the policies set forth.

Typical Distribution Workflow

Lotus operating procedure is to accept and process orders from customers on the day they are sent. The shipping department prints and picks the orders the following day, or in cases of credit hold, the day after the credit hold is resolved. The shipping of orders is usually done in the afternoon. This procedure is applied to Will-Call orders, but with the benefit to the customer that Will-Call orders may be picked up after 1pm rather than being shipped. Any deviation from this procedure will incur fees.

With our typical distribution workflow, all orders are cleared from the dock by the end of the business day. The dock is clear and ready for orders to be pulled the next day. While we expect customers to pick up Will-Call orders promptly, we will allow 5 business days for the orders to be picked up. Any orders not picked up after 5 days will be returned to stock and the customer will be assessed a 25% restock fee. The customer may request an additional 5 days (non-prorated) extension for a fee of the greater of: 10% of the merchandise or, \$25. Written confirmation of acceptance of this fee is required. Made-To-Measure items (items that cannot be returned to stock) will incur the extension fee until the blinds are picked up. Orders that are picked up on the same day they are placed (or on the same day they are released) will incur a \$25 same-day order fee. Availability of same day pick-up is not guaranteed. Orders that are pulled and then changed by the customer will incur a 25% restock fee for items returned to stock. Additions to orders made at the time of pickup will incur the \$25 same-day fee.

Loading and Securing of Merchandise

Customers electing to pick up material are responsible for providing a safe and adequate vehicle for transportation and assume full responsibility for pick up and transportation of merchandise. As a courtesy to our customers, Lotus will assist with the loading of purchased merchandise; however, it is the customer's responsibility to STOP the employee if he/she feels that the load is too heavy for the vehicle or is not otherwise safe. Lotus reserves the right to refuse and/or cease loading service. The customer is SOLELY responsible for securing of merchandise and ensuring it is properly loaded and/or secured prior to leaving the premises. Lotus is not responsible for damages occurring to vehicles while loading. If equipment or machinery is in use, the customer is required to stand at least ten feet away from the operation of any such equipment or machinery and to otherwise exercise diligence to protect themselves from harm.

Any ongoing disruption to the normal Distribution Workflow or refusal to pay appropriate fees will result in suspension of Will-Call privileges.

Rev20170411