

Anne at Home

Designer Hardware and Accessories
2 C Morgan Mill Rd, Johnston, RI 02919 -USA
www.anneathome.com



New Account Contact Information

Company Name _____ Date _____

Address _____ City _____ State _____ Zip _____

Contact name for account set up: _____

Phone: _____ Fax: _____

e-mail: _____

Customer Type: (Check all that apply)

- Showroom /Retail Store
Will you be purchasing Displays? Yes No
- Internet Sales
* List all associated web sites below
- Wholesaler
- Contractor
- Designer
- Other _____
Please specify

Web sites affiliated (**List all**)

_____	_____
_____	_____
_____	_____

Please fax or email completed form.

Fax: 401-464-8677

Email: custserv@anneathome.com

About Anne at Home

Anne at Home offers over 1,200 unique and original knobs, pulls, bath accessories and wall plates. All of our products are available in 38 finishes to allow you to express yourself with style and color without sacrificing function and usability. We understand the importance you put on every detail of your home.

Special order items are manufactured specifically for you and your customer. Anne at Home products are hand cast and finished here in our Johnston, RI facility using the same manufacturing techniques used in making fine jewelry. Orders are collected and entered into our system daily. At the end of the day all incoming orders are sorted by part and finish. The next day the factory begins the production process. This process allows us to offer ***the largest selection of original designs and finishes available in the kitchen and bath industry.***

Tips for successful special order program:

Offer sample program - Customers purchases 2 or 3 knobs or pulls to select from (*be sure to set dollar value as there is a restocking fee for return*). Customer pays for samples and freight; product is shipped to their home. The customer keeps the sample they like; retailer credits the cost of unused samples to customers' full order. If customer does not place re-order within 30 days, samples cannot be returned. Be sure to set maximum dollar value for samples and minimum purchase for full re-order.

Retailer advantage: Retailer is sure to get larger order. This deters customer from price shopping as many retailers will price match plus 10% thus stealing your sale.

Customer advantage: Customer can see and feel design and finish in the same light and setting it will be used. This reduces returns and increases customer satisfaction.

Best practice - Take payment in full and have order drop shipped to customers' home. All large retailers and internet sales require payment in full for any and all special orders. The customer has the convenience of having the order shipped to their home or in store pick up. This is the most common and best solution for special order sales.

30% deposit – Retailers should be taking a minimum 30% deposit to cover restocking (re-manufacturing) fee. This covers the cost of restocking fee if customer does not return to pick up order. It also deters from price shopping once they have made their selection.

As the retailer, you are in control of the sale and have the option of collecting deposit from your customer or taking payment in full. Anne at Home products are made to order and we cannot absorb restocking (re-manufacturing) costs. If you choose not to take deposit, you will still be responsible for restocking (re-manufacturing) fee.

Cancellations: Customer requests to cancel are subject to acceptance by Anne at Home. Your order is not officially cancelled until you receive confirmation from Anne at Home via fax or email. Orders may not be canceled once the order has been submitted to the shipment carrier.

Orders exceeding \$2,000 net may be subject to Commercial Use and Non-Cancelable Purchase Order Terms.

Anne at Home has established a **Minimum Advertised Price** for all of our products. Advertising must contain a price **not less than 90% of the Retail List Price** as published in the current Anne at Home price list. This policy concerns only advertised prices, and does not relate to actual sale price of any item.