



Town, Country and Casual

TRADE SHOWROOM
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MAKING YOUR SELECTION

Everyone in our Sales Team has had many years in the design industry, working as and with interior designers from the United States and around the world. All have extensive Trade Showroom experience and are fully knowledgeable on our lines.

At Town, Country and Casual, you will never work with novices.

This means, when you need it, you can entrust our Sales Associates with the task of helping you make your selections, and have the comfort of knowing you are in the hands of seasoned professionals

If not available on Manufacturers' web sites, we can send or e-mail you color pictures, finish samples, fabric samples, catalogs etc; basically we will do everything we can to help your day go smoothly.

Of course, we know that often you will make your selections without requiring help from us, and then you will simply want us to give you prices and availability, which we will happily do.

QUOTES, PRICING AND AVAILABILITY

When you have made your selection, please call, fax or e-mail to request pricing. If you have been working with a particular Sales Associate, please address your request to that Associate. We will get back to you quickly with a quote.

Price-competitiveness is a fact of life these days. Even when providing a superior service, price can still be a determining factor. This is why we guarantee the lowest prices. With years of experience and orders numbering in the thousands, we know where price-points are and feel confident for the most part that our pricing is the best available. As we work honestly and fairly, and on low margins, we do not negotiate; however if there is a case where a lower price is found, we will honor our promise and beat that price.

If you request we will also check availability. In case goods most manufacturers keep popular items in stock, and ship within a week. 90% of the case good lines we carry ship within 1 to 8 weeks. Most of our upholstery lines ship within 3 to 8 weeks.

ORDERING PROCESS

We require your orders to be faxed or mailed to us, for the attention of the Sales Associate you work with. Your P.O. should include:

Your name Company name Full address Phone and Fax #'s
Sidemark - usually your client's name or project name, Ship-to address-
please state if residence, business or warehouse. Shipping company if you
have a preference, otherwise we can select. Quantity, style#(s), and
description of product(s) you are ordering.

We will require a 50% deposit or full payment, depending on the shipping option you select, by check or credit card, either at the time of sending in your order or upon receipt of our invoice acknowledging your order. We do not place orders with the factories until we receive this payment, at which point the payment is non-refundable.

Once your Sales Associate has placed the order, Customer Service will check status for you, advise you when shipped, request balance, and take care of any problem that might arise incl. damage or defect.

CUSTOMER SERVICE

How you look to your client depends to a certain extent on how we service you. We take this role very seriously. Good customer service requires efficiency, reliability, integrity, patience, a pleasant manner, and extensive industry knowledge. Firmness and toughness are also needed to make things happen. Our Customer Service team has all of this in good measure, and each one has over 15 years in the industry.

Because of this we are highly regarded by those we work with at the factories, freight/delivery companies, and furniture services; their respect for us very definitely brings added benefits to our clients.

For order status, simply call Customer Service and they will get you a swift answer. For damage or defect, we may require written details or photos, but mostly we manage without, and authorize local service, which we pay for. Occasionally we have to order replacements or replacement parts. What is important to know is that we stay on top of every situation until it is resolved.

SHIPPING OPTIONS

This section is longer than our other sections in order to give you the fullest information on the shipping options available, so that you can decide what is best for you and your clients.

At this point we need to explain our payment terms, as they relate directly to your choice of shipping options. If you specify the carrier or local receiving warehouse/delivery service, we require full payment when you place your order. If we select the carrier and local delivery service or a factory direct in-home delivery service, we require just a 50% deposit; we will then collect your balance before delivery.

Wherever available, Town, Country and Casual ships with specialized furniture carriers only. This is safer and often more cost effective. We ship to any commercial or residential address in the United States. Shipping costs vary of course depending on factory location and delivery destination. We do however have accounts with furniture carriers across the country, and we get good discounts.

FREIGHT AND LOCAL DELIVERY: This is the more usual way, where carriers pick up furniture one to four times a week from the factories in and around the Carolinas (where the majority are situated), and typically deliver within two to five days to the Eastern and Mid-West States, and five to ten days to the more distant states and the West Coast. The reverse timing applies from factories on the West Coast.

Shipments are generally to receiving warehouses/delivery services, either specified by you or selected by Town, Country and Casual, but can also be made to any business location with a loading dock, or to a freight forwarder for export. Deliveries are made Monday to Friday during regular business hours, generally without pre-notification.

It is the responsibility of the receiving business to note any visible damages on the delivery receipt and to notify the freight company, within their stated timeframe, if any additional damage is found. If Town, Country and Casual is notified, Customer Service will assist with claims, and get authorization for repairs or replacement. Our Customer service also handles any cases of manufacturer defect.

The sidemark we put on our Purchase Order to the factory includes your company name and client/project name (if we were given it), our invoice # to you, and any additional sidemark you may have given us. This same information will also be on the delivery documents, which will enable the receiving business to identify the merchandise as yours, and notify you accordingly, or notify us if we selected them. In this latter case we will request the balance on your order and, upon payment, will notify the delivery company to contact you or your client, whichever you prefer, for delivery arrangements.

FACTORY DIRECT IN-HOME DELIVERY: This option is generally used where there is no established relationship with a local receiving warehouse/delivery service, or in an area where no such facility exists. These carriers generally pick up from the factories in and around the Carolinas once a week.

We are notified of the pick-up and contact you for the balance on the order. As soon as we have been paid, we release the order. From that point they typically deliver to the Eastern and Mid-West States within two to three weeks, and to the more distant states and the West Coast within three to six weeks. From factories on the West Coast, this type of delivery can take longer, and is not always cost-effective.

The delivery is directly to the residence and is scheduled with the customer only a few days before the truck is leaving. At that time a date, with a probability of morning, afternoon or evening is given, and a closer timeframe will usually be confirmed the day before. They deliver seven days a week, daytime and evening.

The furniture is delivered in the original cartons, and is first opened in the customer's home. The customer must inspect the furniture very carefully and note any damage or defect on the delivery receipt. The delivery team will make the judgment as to whether any damaged or defective merchandise can be attended to by local furniture service (paid for by Town, Country and Casual) or whether the piece(s) will have to be taken back for repair or replacement. Our Customer Service oversees this process.

The furniture is set up in whichever room(s) the customer requests, provided there is no restricted access. The cartons are left at the residence to be disposed of by the customer.

Our experience with this type of delivery has been remarkably good, considering the logistics involved, but it does require flexibility of time on behalf of the customer and understanding that delays can occur.

CUSTOM ORDERS

The following lines listed under LINES OFFERED will customize:

ARA COLLECTION, ELDEN COLLECTION, ELEMENTS BY GRAPEVINE,
HAMMER COLLECTION, HARRISON AND GIL, PRESTIGE HOME, SECO

LITERATURE

Many of the lines we carry have their own web sites, which you have direct links to from this web site. We can also send or e-mail photos to you. Most of the manufacturers do have catalogs, and several of them are outstanding.

We will provide catalogs to design firms we feel will produce business as a result. We charge an additional \$50 above the manufacturer's cost, and deduct this \$50 from your first order. The full amount paid for the catalogs will be credited once you become a regular client.

Before requesting catalogs and catalog pricing, you are required to register with us on-line on our CONTACT US page. You can ask for the catalog information in that section, or you can call or fax us any time after registering. There is no charge for registering. In fact we give you an additional \$25 off your first order for registering!

5-YEAR FURNITURE PROTECTION PLAN

For 10% of the cost of the furniture purchase (minimum charge \$75) this plan from Guardsman is the most comprehensive furniture protection and care program in the industry. It covers virtually all defects of furniture for virtually all household pieces, household accidents and structural defects. If the stain cannot be removed or the piece cannot be repaired, the piece is replaced. This plan does not require fabric protection to be applied to upholstery.

ALL ORDERS OVER \$5000, WE PAY FOR THE PLAN!