



Interiors Cubes & Drapes

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MOCK-UP POLICY

The purpose of the mock-up policy is to **protect you**, your customer and Medline in the event a mistake was made in measuring, or at the time the order was written. This policy prevents "disasters" from happening and **ensures the customer is satisfied** with the sample mock-up before a large order is completely manufactured. Because these products are **custom made and non-returnable**, it is important to be sure you like the size and color of the product you are ordering.

If you order up to 9 cubicles, draperies, shower curtains or blinds, your entire order will be processed and sent to the customer. These are the details of the Mock-up policy:

Mock-up Policy:

- On orders of 10 or more cubicles, draperies, shower curtains or blinds, the division will have a mock up sample made for your customer to approve.
- The mock-up will be sent directly to the account to the attention of the person who signed the purchase order, or to any other person you specify. ****See new option below.**
- You will receive an e-mail from the Cubes & Drapes Division to let you know when the mock has shipped, and with the UPS tracking number.
- **Hang the mock-up: Failure to do so, defeats the purpose of this policy.** Make sure the customer is completely satisfied with the size and the color of the sample mock-up.
- Enclosed with the mock-up is a **mock-up approval form** that must be signed by the customer and faxed to the division (847-949-3116) before we can complete the order. (The form is also available in Afaria and in pads of 25 forms as LIT331).
- You will receive a voicemail from the division to acknowledge you that approval for the mock up has been received.
- The mock-up counts as one of the pieces of the order. If the mock-up is approved, the remainder quantity will be shipped. If the customer cancels the order, the account will still be billed for the cost of the mock-up.
- Remember that the sooner you send us the mock-up approval form, the sooner we can begin to manufacture the balance of the order. Mock-up status is expected within 14

days of delivery of the mock-up. Rep must contact division with approval of mock-up or communicate why mock-up has not been approved within the 14 day period.

- **Mock-up samples can be waived by the sales rep or customer. A signature is required on the Mock-up Waive Form. If the order is wrong when received, the rep/customer is 100% responsible for the cost of the goods.**
- NOTE: if your customer has previously ordered the same item in the past (same size/color), please forward the s/o number to the division at the time of the order, so we can bypass the mock-up policy. However, a **mock-up waiver form must still be signed by the customer or rep.**

****NEW IMPROVEMENT:** By popular demand, **mock-ups can now ship to your home.** Many reps prefer to be in control of the mock-up, especially in large accounts, and they chose to personally deliver it to be sure it is hung and approved right away. **To request the mock-up be shipped to your home, please remember the following steps:**

Action Steps:

1. **On Custom Orders:** On your order, write your request to ship the mock-up to your home. In processing the order the division will make sure to use your information as the "ship to" address for the mock-up.
2. **On Direct Orders** (using standard item numbers): **You MUST contact the division at Ext.3088 before the order is placed into SAP so that the correct address will be entered.**

Return Policy

All custom items are non-returnable. The products are made to your specifications and many times cannot be resold.

In cases where returns are an option, such as *some* (not all) cubicle track, quilts and table linens, your order is subject to the manufacturer return policy and will include restocking fees and freight charges. Returns of this nature are handled on a case-by-case basis.