



A&I Manufacturing Inc.

"More than just Blinds"

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Catalog is available online in .pdf format in whole or in sections.

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www.a-imanufacturing.net

Address
17476 147th St. SE, Suite E
Monroe, WA 98272

Phone Number
360.805.8200
800.283.6112

Fax Number
360.805.9255
800.276.1773

Customer Service hours:
Monday through Thursday, 7:30am to 4:00pm & Friday, 7:30am to 12pm



Manufactured
in the USA

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General Information

Opening An Account

Please request and complete the Application for Credit Form. Then mail, email or fax the completed form, along with your Washington State reseller permit.

Prior to the establishment of your line of credit, all orders will require a payment in full before manufacturing. Your credit limit will be based on your credit history, references you supply, and a signed personal guarantee.

Standard Account Net payment is due within 30 days of invoice date.

Prepay Account Pay in full at the time of your order before it is sent to be manufactured.

Late Payment For balances unpaid at the end of 30 days, a 1.5% per month (up to 18% per year) interest charge will be applied. In addition, there will be a one time per invoice accounting fee of \$5.00 which will be applied per month. All NSF checks will have a \$40.00 fee.

Commercial Order Require 50% down before production also the full balance due in 30 days of invoice date. You may negotiate these terms with management. This may require joint checks from your customer and our ability to lien your customer.

Payment Types Credit Cards, if not paid within 10 days of billing will have 2% added. ACH (Direct Deposit), Checks, Checks by Fax.
Sensitive information will not be kept on file unless requested.

Placing An Order

Orders are accepted 24 hours a day 7 days a week via Fax and Online Ordering. Phone orders are also accepted during normal business hours. Orders that are received after hours, on holidays or after 10:00am will be processed the next business day.

Confirmation Policy

Once your order is procced there is a work order number assigned to it. You will receive an Order Confirmation either via Fax or Email. We ask that you review your order for complete accuracy. If changes need to be made please call within 2 hours of receiving your Order Confirmation. If customer service does not hear from you within those 2 hours we will consider your order correct and begin manufacturing. If you find you need to make changes after these processes have occurred and your order has already begun manufacture additional costs will apply. If you do not receive your Order Confirmation within 2 hours of our normal business hours, please call to confirm that we received you order.

Changes & Cancellation Policy

All of our products are custom made and orders can be changed or cancelled up until the material is cut at no cost to you. Once the material has been cut, the order cannot be changed or cancelled and will be billed to you at full cost.

Mistake Policy

We understand that at times there is a mistake made in ordering. In the event of a mistake, A & I Manufacturing will assist you by giving a 25% discount on your remake.

Production Times

All products made in house and under 15 shades will be manufactured approximately within 3 days of Order Confirmation.

All products made in house and under 25 shades will be manufactured approximately within 5 days of Order Confirmation.

Commercial Orders of in stock products need 2 weeks to be processed and manufactured. These estimations are subject to change at any time.

Rush services are available for a surcharge.

Manufacturing Rush Service (Per Blind)

Orders placed by 10:00 am to be shipped by 4:00 pm
Limited to Products in Stock

Product	Cost (1-Day)	Cost (2-day)
In Stock Product	\$10	\$5

Delivery, Shipping & Freight Policy

A&I offers free delivery right to your business within our standard delivery areas. All orders can be ordered as will-call and picked up within business hours.

A&I can deliver to Jobsites or Residence for a drop off surcharge. A person must be required for a valid signature at time of drop off. If no one is there to sign for the product it will need to be redelivered for another drop off fee.

For all locations outside of our standard delivery areas standard shipping & freight prices will apply.

Customers also have the option to use your own account number for freight (UPS, FedEx, or other freight companies).

Jobsite or Residence Drop Off

Area	Cost
Seattle Area	\$29
Bellevue/Redmond Area	\$29
Everett/Lynnwood Area	\$25
Monroe Area	\$25
Bellingham/Gig Harbor Area	\$45
Sedro Wooley Area	\$35
Tacoma Area	\$35
Bonney Lake/Maple Valley Area	\$40
Issaquah/North Bend Area	\$29
Dupont/Olympia Area	\$35
Spokane	\$20
Portland	\$20

General Information

Lost Or Damaged Goods

Our products are delivered in three ways:

- 1) Our driver delivers to your place of business within our delivery service area;
- 2) FedEx, UPS or a freight company delivers to your place of business; or
- 3) FedEx, UPS or a freight company delivers to your customer's residence or place of business.

If product is being shipped directly to your customer, **you must inform them of the contents of this section.** All of our products are inspected and tested before they leave the factory and, while we strive to package them securely, items are sometimes lost and/or damaged in shipment.

There are two types of loss or damage:

- 1) **Apparent Damage:** Whenever possible inspect the outer condition of all cartons before signing for the shipment. When there is apparent damage (broken, torn, or crushed cartons) insist that the driver make a notation on the Delivery Receipt before you sign. Strive to open all of the cartons within 48 hours; if product is missing or damaged save all packaging materials for inspection, and report any lost or damaged product to FedEx, UPS or the freight company and to our Customer Service Rep.
- 2) **Concealed Damage:** When there is no apparent damage to the packaging material, product contained in the cartons may still be damaged. All cartons should be opened within 48 hours and the contents thoroughly inspected. As above, if product is missing or damaged, save the packaging material, and report the lost or damaged product to FedEx, UPS or the freight company and to our Customer Service Rep.

Regardless of who caused the loss or damage we understand this is a difficult time for you and your customer and we will strive to provide 24-hour turn around on all in stock items, a second invoice will be issued for this product. In exchange it is only fair that you promptly file a claim with FedEx, UPS or the freight company. This is appropriate because in the eyes of the freight company, you are the party that has suffered the loss and it is your responsibility to file the claim. We will assist you in every way possible but you should not expect us to absorb the expense of replacing lost or damaged product when FedEx, UPS or a freight company is at fault. Call FedEx, UPS or the freight company to report the situation and call our Accounting Department with the claim number so we can extend the terms of your first invoice an additional 30 to 60 days while the claim is being processed.

Cleaning & Repair Policy

Due to health concerns and employee safety when a blind is sent in for us to repair for any reason, we have the right at our discretion, to charge for cleaning of that blind.

Return Policy

If you are not satisfied with one of our products, you should call our Customer Service Representatives. When you call, please have a copy of your original order and the A&I Manufacturing Work Order Number close at hand.

All claims on custom orders must be resolved within 30 days of issue being presented. In the case of extenuating circumstances, the 30 day deadline can be extended if approved by management at A&I Manufacturing in writing. If it is necessary to return the product to our factory, the Customer Service Representative will issue a Return Authorization Number. If the return is due to an ordering error, a credit may or may not be offered depending on the size and type of the product.

Pricing Policy

Prices in this catalog are subject to change at any time, without any prior notice.

Quoting Policy

If you are ordering 20+ blinds you may receive a commercial quote from us. Quotations are made based on the quantities you provide. If you order more or less than the quantity quoted, your price per unit will be adjusted accordingly. Quotes are valid for 30 days with copy of original quote, expired quotes must be revised before your order is processed.

Coupon Policy

All coupons that are past due date will not be reissued, refunded or excepted.

All coupons, unless stated, cannot be applied to large commercial quotes.

Model Home Policy

There is a .10 discount multiplier for all model homes with proof of the address and jobsite name.

(Must have management approval)

Show Room Policy

There is a .10 discount multiplier for show room sample blinds, a .11 discount multiplier for blinds ordered to be used throughout show room and offices.

Show room and office orders must have prior A&I Sales representative approval.

General Information

General Warranty Statement

A&I Manufacturing is proud to extend a Limited Lifetime Warranty on all products. Each product is warranted to the original residential retail purchaser to be free from manufacturing defects in materials and workmanship as long as the product remains in the original window. This Limited Lifetime Warranty is not valid for products used for commercial use, rentals, and non-residential use in which cases there is a Limited 1 year Warranty.

If an A&I Manufacturing product is found to be defective in materials or workmanship, we will, at our discretion: repair, replace or refund the cost of the product which fails to conform to this Limited Lifetime Warranty. Colors vary from lot to lot and may not exactly match sample swatch or previously purchased product. Discontinued items or colors will be replaced with the closest equivalent available. This shall be the sole remedy under this Limited Lifetime Warranty.

To Obtain Service:

Please return product, along with your original sales receipt, to the original retailer from which the product was purchased and they will return the product to A&I Manufacturing.

For a more detailed warranty of a specific product please refer to the corresponding catalog section.

Spec Information

A&I Manufacturing Provides Printable Specifications for your use on all of our products, on our Product Database.

Written Instructions & Video Guides

We want to make your experience with our products as easy and quick as possible. For this reason we have started compiling a large video data base for your convenience. From how to install a Mini Blind to how to measure for a PerfectFit Shade, all at your fingertips via the online product database.

Please note that these are all instructional Guides for general applications. These do not take into consideration specific applications. If you have questions on something out of the box or beyond what is shown in the instructions, please contact Customer Services for more information.

Mission Statement

Our mission is to provide our customers with quality window treatments at fair and competitive prices and endeavor to develop strong, trusting, and mutually profitable relationships with all of our customers. A&I strives to foster a reputation for fast delivery with professional, friendly, and personalized customer service. We are committed to manufacturing locally to support our economy with jobs and revenue to help our community.

Contact Information

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Online Ordering:	www.a-imanufacturing.net (Call Customer Service to sign up or receive more details)

