



Terms and Conditions for NorthPoint Closets

Hardware Resources Dealer Policies

At Hardware Resources, we aim to make doing business with us easy. We intend for the following policies to clarify and eliminate any questions you may have. We are excited to work with our dealer customers. As an authorized dealer of Hardware Resources, it is your responsibility to inform your customers about our policies, product information, order details, claim information, and more.

Hardware Resources will not disclose any information directly to your customers, and we cannot be held accountable for any inaccurate information provided by you or your associates.

Order Processing & Payment

NorthPoint Closets offers three convenient methods for easy order placement. We recommend placing orders online for faster processing and delivery and to easily confirm products are in stock.

1. Online: www.NorthPointClosets.com
2. Email: Orders@NorthPointCabinetry.com
3. Fax: (318) 742-9513

Order Placement

Place your online order by visiting www.NorthPointClosets.com. Login, select the items you wish to order, and simply checkout.

Place an email or fax order by using the closet order form or Excel quoting tool. Obtain the order form and quoting tool by logging into the website or requesting from a Customer Service Representative or your Sales Representative. Submit the completed order form or Excel quoting tool to the email address or fax number listed above. 2020 material lists are also accepted, provided the NorthPoint Closets item number nomenclature is used.

For questions about your order, call (800) 463-0660. Our friendly customer service agents are available to help you from 7:00 a.m. until 6:00 p.m. Central Time.

Shipped Order Processing

Orders shipping from our warehouse to your chosen destination will be processed and shipped within the stated lead time after you receive your final order confirmation email.

Warehouse Pickup Order Processing

Will Call is available. Check with Customer Service for local pickup times and locations.

Will Call orders require additional time for processing. You will be notified by phone or email when your order is available for pickup. Should you have any questions about picking up your order or need to have the order modified in any way, contact your Customer Service Representative.

Orders must be picked up within three business days of receiving the "ready for pick up" call or email notification. If not collected within this period, our Customer Service team will contact you to arrange collection within the next 24 hours.

Warehouse pickup orders are not wrapped or strapped for shipping purposes. If your order requires palletizing of products, please provide this information at the time of order, or additional delays may occur.

Hardware Resources will not accept claims for shipping damage on warehouse pickup orders that are later shipped at the dealer's discretion, nor will they accept transit damage claims for warehouse pickup orders that are picked up or shipped using delivery services contracted out at the dealer's discretion.

Order Changes

Order changes, returns, or cancellations after the order is picked will be subject to a 20% processing fee.

Similarly, cancellations or returns made after an order has been loaded onto a carrier's truck, picked up or delivered will be subject to a 20% restocking/processing fee.

Returns will only be accepted for packages that remain unopened and are in their original condition with no damage. Any damages upon return will be assessed at the discretion of Hardware Resources.

Shipping and Delivery

Freight shipping charges are included with orders once the minimum order amount has been met. Please contact Customer Service for your minimum order amount. Hardware Resources reserves the right to fulfill orders from multiple warehouses without prior notification.

Shipping Policies

Standard transit times vary based upon the destination. Please allow an additional day for residential deliveries and deliveries requiring a scheduled appointment. Expect delivery within two to five business days from the ship date. Delivery may be handled by various carriers, including LTL or a dedicated provider.

A \$120 residential delivery fee will be applied to the order if the freight company deems the delivery address "Residential," a designation they impose on particular locations (regardless of local zoning) due to roads and delivery conditions.

For residential deliveries and deliveries requiring an appointment, the freight company will contact you prior to the day of delivery to schedule the delivery within a specific time window.

Shipping charges cover ONE delivery attempt. Any additional shipping and handling charges resulting from delivery failure due to customer circumstances are the customer's responsibility.

Customers who request a different carrier than the default carrier may be subject to an additional freight fee.

Delivery Policies

Lift gate service must be requested at the time of order placement. For deliveries that had lift gate services selected at the time of order, the driver is only responsible for placing the pallet on the ground. If additional delivery services are required beyond placing the freight at the curb, this should also be specified when the order is placed, along with detailed instructions for products desired delivery location. Customer must have proper offloading equipment to facilitate delivery receipt. Depending on the order size and characteristics, orders may be delivered on pallets or as loose-loaded closet. In the event of loose-load delivery, customer should have onsite labor as needed.

A responsible party must be present to inspect, inventory, and sign off on the delivery. Careful inspection of packaging conditions is crucial for filing freight claims. Any visible damages must be noted on the paperwork when signing for the delivery and documented with photos. Even if you are unsure if the contents inside are damaged due to the exterior condition, please indicate it on the delivery receipt to be able to claim concealed damages in the future.

If the number of pallets delivered does not match the number listed on the driver's delivery receipt copy, please make a note of it on the carrier copy of the delivery receipt.

Do not reject damaged items. Accept the delivery, document the damage, and file a claim with Customer Service. Please refer to the important notes in the Missing and Damaged Items section for further instructions.

Document any missing or damaged items on the delivery receipt.

Replacements for Missing or Damaged Items (Including Concealed Damage)

Hardware Resources has the final decision on resolving any manufacturer warranty claims. Please consult with Hardware Resources before making any commitments to the end customer.

Blemishes or damages that do not affect the structural integrity of a closet does not warrant a full closet replacement. Hardware Resources reserves the right to provide alternative products or components as solutions.

Freight claims for obvious damage or shortage will only be accepted if indicated on the delivery receipt/proof of delivery ticket. Missing items must be reported within 5 business days after delivery and require proper documentation.

Pictures of the damaged packaging and product are necessary to be eligible for a full replacement. Upon receipt of the damage claim, we will review the request within 24 business hours. Replacement shipments will be confirmed in 24 hours. Expedited shipping service is not available for replacements and/or parts.

Concealed damages must be reported within one month of delivery. All damages must be documented and reported upon opening the boxes. Items that have been installed cannot be claimed as damaged.

Hardware Resources cannot be held responsible for any labor costs incurred during the installation of its products sold via any of its distribution channels. This includes items that may be flawed or damaged during customer transit.

Hardware Resources cannot be held responsible for any improper installation of its products sold via any of its distribution channels. This includes damages as a result of failure to follow NorthPoint Closets installation instructions, improper installation, misuse, abuse, neglect, accidents, fire, floods, and acts of nature.

Hardware Resources further requires that the installation be the sole responsibility of the dealer and its employees, whether sub-contracted or employed by the dealer. Hardware Resources requires installation by an employer or contractor of the Dealer. Homeowner installations will void all liabilities of NorthPoint Closets.

Online Sales Policy

Hardware Resources actively supports the advertising and promotion of its NorthPoint Closets products by authorized NorthPoint Closets dealers. However, Hardware Resources has determined that the NorthPoint Closets brand will not be sold online. This policy defines how NorthPoint Closets can be displayed online with the intention of promoting sales and driving traffic in-store.

Upon request, Hardware Resources will provide authorized dealers a media package including logos, images, digital catalogs and brochures, and marketing copy that may be used to advertise and promote NorthPoint Closets online. These assets will be provided only after the dealer signs the Photo Use Agreement Form. Images are a representation of the closet finish and may differ slightly from the physical product due to print quality and screen color differences.

What is allowed:

1. Use of the NorthPoint logo
2. Use of approved marketing copy provided by Hardware Resources

3. Use of approved digital assets provided by Hardware Resources
4. Links for download of the NorthPoint Closets Homeowner Selection Guide, Catalog, and Specification Book
5. Links to NorthPoint social media pages (Instagram, Facebook, YouTube, Vimeo)
6. Informational landing pages on the dealer's website

What is not allowed:

1. No online retail sales
2. No pricing is to be shown online
3. Individual SKU images cannot be shown online
4. Product drawings cannot be shown online
5. The NorthPoint Price Book and Overview Brochure PDF cannot be shown online

White labeling/private labeling of the product is allowed; however, the use of all NorthPoint Closets digital assets and product identifiers (brand name, part number, collection names, and finish names) must be replaced with the dealer's own digital assets and product identifiers at their own cost.

Hardware Resources is committed to proactively finding and dealing with any violators of the above policy. Policy violations will result in account suspensions and customer terminations.

For questions, please contact your Hardware Resources sales representative.

Marketing Policies

Hardware Resources cannot be held liable for applicable marketing costs for promoting our products.

Display Policy

Hardware Resources is pleased to partner with our displaying dealers. We offer a discount on Hardware Resources products ordered and installed in a dealer's showroom. The products should only be used for display purposes. Dealers should inquire about the discount with their sales representative.

Third-Party Design Programs

Hardware Resources does not guarantee the accuracy of any third-party design software, including but not limited to 2020 Design software. For accurate information on Hardware Resources product specifications and pricing, please log into your account on our website.