



## Customer Ordering Guide for Chemical & Parts

Thank you for choosing Profoam! We know that this seems like a lot of information, but we want you to have complete knowledge of the ordering process *to help ensure everything runs smoothly* for you and your business. We realize that there are emergencies, and we are willing to help as much as possible.

### 1. Paperwork:

- a. Please complete the necessary Profoam and NCFI paperwork and return at a minimum of 24 hours prior to placing an order.
- b. Profoam requires signed authorization for any payment that is processed or kept on file. However, Profoam does not require you to keep payment on file if you do not wish to. We encourage you to put a form of payment on file prior to placing your order so it does not delay the ordering process; you may submit payment at the time your order is placed and each time you place an order if preferred.

*Please note that if you choose to submit payment per order placed, you will have to sign a new payment authorization form each time, even if the information remains the same.*

- i. Forms of payment, including credit/debit card and E-check/ACH, can be filled out electronically via Adobe Sign or DocuSign.
  - ii. Profoam is happy to take the information over the phone and complete the payment authorization for you. A copy will be sent to you for your electronic signature of authorization.
- c. If you are requesting a line of credit for chemical purchases through NCFI, the process could take up to two weeks for approval depending on how quickly your references respond. Until credit terms are issued, you are welcome to order foam materials, but you will need to pay by card or E-check/ACH.

### 2. How to Place an Order

- a. Orders can be placed using one of the following options:
  - i. Email [orders@profoam.com](mailto:orders@profoam.com)
  - ii. Call the office at 706-557-1400
  - iii. Check out our online store, [www.profoam.com](http://www.profoam.com), or our mobile app.
  - iv. Contact your local sales representative

### 3. Shipping Address:

- a. You may have multiple ship-to addresses on file.
- b. If you have multiple addresses you ship to, please make sure you specify which address to ship each order to.
- c. If you have a new shipping address, please submit this to us in a reasonable amount of time so your order is not delayed.

## 5. Sales Tax for Chemical Purchases:

- a. If you are sales tax exempt, please include your exemption form with your paperwork. This is required for sales tax to be taken off of your orders.
- b. The following states are sales tax EXEMPT for NCFI only: OR, MT, KS, DE, VT and NH.

## 6. NCFI Chemical Purchases:

- a. ALL NCFI orders MUST be placed with Profoam and not NCFI directly.
- b. There is NO card processing fee for chemical purchases with NCFI if you pay by credit/debit card when the order is placed. If you put the order on your NCFI terms account, there is a 3% credit card processing fee when you pay on your account with a card.
- c. If you wish to avoid the card processing fee when paying on your NCFI account, you may:
  - i. Wire transfer into NCFI's account – this option usually takes 1-2 business days to post.
  - ii. Mail a check to NCFI at the address below. The address to remit payment to is also located on the mailed invoice.  
[Barnhardt Manufacturing Company](#)  
[Dept. 720082 P.O. Box 1335](#)  
[Charlotte, NC 28201-1335](#)
  - iii. Use E-check for an ACH withdrawal. This form can be sent to you for completion or it can be filled out over the phone. We can keep it on file for future orders, or you may call in the information each time you place an order.
- d. All returns will be subject to a 15% restocking fee and return freight. The customer will be responsible for these fees.
- e. NO order will be released without payment up front or an account set up with terms.

## 7. Profoam Purchases:

- a. Parts, PPE & Accessories
  - i. Most parts orders ship from our Rutledge, GA office. However, in the rare event Profoam does not have an item in stock, we can ship it directly from the manufacturer.
  - ii. Overnight Items - We want to keep you up and running; therefore, if you need a part, we will do anything and everything possible to get it to you ASAP.
    1. The cutoff for same day shipping is 2:30pm EST. If you have an order that falls after the cutoff, we will do what we can to get it on the way to you.
- b. All foam, parts, accessories and safety items are to be prepaid. There is a 3.5% processing fee added to all invoices. A cash discount is available and applied to invoices paid by E-check/ACH.

- c. Please be aware that Profoam will only process E-check payments for amounts \$15,000 or less. Any amount over that will have to be wired, or processed using a credit / debit card.
- d. Georgia businesses will be charged sales tax for parts and accessories unless we receive a Georgia Sales Tax Exempt Certificate.
- e. All returns will be handled on a case by case basis. A *10% restocking fee* is subject to returned foam, parts, PPE, and accessories. The customer is responsible for return shipping.

**Thank you for your business, and we look forward to serving you!**

*~Profoam Office Team*