



CUSTOMER ORDERING GUIDE FOR CHEMICAL & PARTS

Thank you for choosing Profoam! We are excited to be doing business with you! 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. To avoid delays, we encourage you to put a form of payment on file prior to placing an order; however, it is not required. 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 your email for your electronic signature of authorization.
- c. If you are requesting a line of credit for chemical purchases through NCFI, the process can 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 prepay.

2. How to Place an Order

- a. Orders for **foam** can be placed using the email address: orders@profoam.com
- b. Orders for **parts**, PPE and accessories can be placed using the email address: parts@profoam.com

OR

- c. Call the office at 706.557.1400
- d. Check out our online store, www.profoam.com, or our mobile app
 - i. NCFI online orders are order submissions only. Payment will be processed separately and not through the website.
- e. 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.
 - i. Any changes made after an order has shipped will be subject to applicable carrier fees.

4. Sales Tax for Chemical Purchases:

- a. If you are sales tax exempt, please include your sales tax exemption form with your paperwork. This document is required – sales tax will be applied to your order if it is not received.
- b. The following states are sales tax EXEMPT for **NCFI ONLY**: OR, MT, KS, DE, VT and NH.

5. 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 prepay for the order when it is placed. If you put the order on your NCFI terms account, there is a 3% card processing fee when you pay on your account with a card.
- c. If you wish to avoid the processing fee when paying on your NCFI terms account, you may:
 - i. Wire transfer the funds 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.**

6. 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 2:00pm 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. Chemical/Coatings
 - i. Profoam will select the closest warehouse with material in stock and ship from there. Almost all chemical/coatings orders will have to ship LTL freight.
 - 1. The standard cutoff for same-day shipping is 11:00am EST and is also dependent on carrier and stock availability. We will do our best to accommodate all requests.
 - ii. Profoam's Rutledge, GA warehouse is equipped to make local deliveries within a reasonable distance.
 - 1. Please reach out to your local sales representative or the office for availability and pricing.
 - iii. Warehouse pickups are available at select locations.
 - 1. All warehouse pickups are subject to a lead time for the order to be processed and the material prepared for pickup.
 - 2. Please reach out to the office for pickup instructions prior to placing an order.
 - 3. ALL warehouse pickup orders MUST be placed with Profoam's customer service. The warehouse cannot process orders or payments.
- c. 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.

- d. Please be advised that Profoam will only process E-check payments for amounts of \$15,000 or less. Any amount over that will have to be wired or processed using a credit/debit card.
- e. Georgia businesses will be charged sales tax for parts and accessories unless we receive a Georgia Sales Tax Exemption Certificate.
- f. 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 the return shipping.

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

~ The Profoam Office Team