

# Essential Information

**Dear Valued Customer,**

Thank you for considering our services as a premier cabinets manufacturer. We aim to provide you with a comprehensive overview of our offerings and procedures to facilitate a seamless collaboration.

## **About Us:**

1. We specialize in cabinet manufacturing, with our production facilities located in Malaysia.
2. With over 30 years of experience, our expertise in the field is unparalleled.
3. Our extensive reach includes warehouses in CA, AZ, TX, and Canada.
4. We operate on a wholesale basis and exclusively serve business clients; our operations are not open to the public.
5. We facilitate shipping to all 48 states within the US continental. Please note that handling and shipping fees may apply.

## **Product Range:**

1. We offer RTA Solid Wood Door & Frame Cabinets.
2. Additionally, our portfolio includes Frameless Cabinets, available in both RTA and customized options.

## **Product Highlights:**

1. Our cabinets are meticulously packaged, with frames and doors separate from carcasses and hardware.
2. Tall cabinets are delivered as two stacked pieces for convenience.
3. Carcasses are crafted from furniture-grade plywood, boasting a natural wood interior and a laminated white exterior. For Frameless Cabinets, the choice is between maple or white interiors and exteriors.
4. In certain scenarios, clients can opt to purchase only the door and frame components to optimize costs.
5. All cabinets, except the Shaker White, require a skin panel for exposed sides.

## **Contact Information:**

**Office: 909-590-8844**

**Address: 14368 Central Ave, Chino, CA 91710**

**Email: [Charles@sandicabinet.com](mailto:Charles@sandicabinet.com); [Wayne@sandicabinet.com](mailto:Wayne@sandicabinet.com)**

## How to Request a Quote or Place an Order:

1. Kindly reach out to us via email or phone call. While both methods are available, we recommend email communication, especially for orders containing more than 5 items, to prevent any potential errors.
2. Ensure that **your list includes a Purchase Order (PO) name** for easy tracking.
3. Following your request, we aim to provide a sales order as a quote within 2 hours. **The subject of our email will indicate the inventory status**, such as "all in stock" or specifying any missing items.
4. Review the quote and respond to our email to confirm your order and specify the pick-up time. Feel free to communicate any required changes.
5. Upon receiving your confirmation, we will convert the sales order into an invoice, which we will send to you for record-keeping purposes. **Please note that until the invoice is generated, your order will remain in the sales order stage.**
6. Complete the payment process as outlined in the invoice.
7. When designating someone to pick up the order, kindly provide them with the invoice number for reference.

## **How to make the payment:**

- 1. Check:** Please send in your check 72hours before your pick-up, we can only release your order after receiving bank's notice.
- 2. ACH wire transfer:** Please ask our office for our bank info. for ACH payment.
- 3. Credit card:** Please fill out our credit card authorization form which can be found on our website([www.sandicabinet.com](http://www.sandicabinet.com)), or ask our office to send you one copy.
- 4. Cash**

## **Guidelines for Claiming a Replacement**

- 1. Timely Reporting:** Please initiate any replacement claims immediately upon opening the package. We are unable to process claims for parts that have been installed. Timely reporting is essential for accurate resolution.
- 2. Part Return:** In most cases, we require the defective part to be returned for replacement. Kindly keep the faulty component aside and contact us. We'll guide you through the return process.

3. **Photo Documentation:** In specific situations where returning the defective part is not feasible, we request clear photos of the issue. These photos will support your claim. The approval of the replacement is subject to the manager's review

We're trying to simplify the replacement procedure for your convenience. If you have any questions or need further guidance, please don't hesitate to contact our support team.

#### **Return and Refund Procedure:**

1. **Item Condition:** Regrettably, items that have been opened or installed cannot be returned or refunded.
2. **Eligible Returns:** Items in their original condition can be returned, but please note a 15% restocking fee will apply.
3. **Credit Memo:** Upon approval of your return, we will issue a credit memo for your records.
4. **Credit Options:** You have two choices:
  - Keep the credit as a store voucher for future purchases.
  - Opt for a credit card refund.

5. **Credit Card Refunds:** If you select a credit card refund, please be aware of a processing fee of 6% will be deducted, as imposed by credit card companies.

We are committed to providing you with exceptional service and products. Should you have any questions or require further assistance, please do not hesitate to reach out to our dedicated team.

Sincerely,

Sandi Global Group

Please review the contents of this document carefully. Your signature below indicates that you have read and understood the information herein, and you acknowledge its terms and conditions. Thank you for your attention to this matter.

Applicant Business Name:

Representative:

Date: