

ORDERING PROCEDURES

How To Use The Panel Systems Binder



The Abex Panel Systems binder is designed to make selling and ordering Abex Panel Systems exhibits quick and easy. A review of the main Table of Contents will help to familiarize you with the binder layout. The binder is divided into three main sections;

- **Abex 900 Custom Modular System**
- **Abex 600 MultiConnect Panel System**
- **Abex 500 QuickConnect Panel System**

Each main section includes five sub-tabs:

Packages, Components, Counters, Accessories and Design Ideas

Each page of the Package Section serves as a Quote/Order form which may be copied and faxed directly to Abex. The following is a review of each section. Watch for bold, italicized words in the following overview for discount information.

Packages:

In this section each basic package includes a brief description including casing requirements and approximate weights. The part numbers and prices are broken down into the individual components included in the package as well as several blank lines to fill in your own additions. Space is also provided in the upper left hand corner of each page to note fabric/laminate colors, add the salesperson's code and lead number. Please call out the colors specs on the line drawing as well as the fabric laminate color key. Please refer to the Reference section for fabric and laminate standard selections.

Quickship

These packages are shown with the  logo noted on each applicable package in the top left corner. These units can ship in 48 hours.

Value Added Packages

The back of the Abex 600 MultiConnect package section provides a "Value Added " 1010P package. Order this package exactly as shown and receive a 15% discount off the list price of the accessories, including: header, diffuser, RPC countertop and base, keyboard shelf and the radius sconce! The savings are substantial.

Please refer to this section for specific information regarding:

Lead Times

Special Charges

Terms & Conditions

Helpful Hints

Sample Orders & Specs

ORDERING PROCEDURES

Lead Times



Abex Display Systems Production Lead-Times

The following is a list of our production lead-times for each product line. All orders must be received complete by 12:00 p.m. Pacific Standard Time to be processed that business day. Production time begins the day after the order is received. For custom units, production time does not begin until the design is complete and the Abex quote is signed by the distributor.

600 MultiConnect

- Stock parts 2 business days (minimum)
- Quickship 2 business days
- Stock packages 10 business days
- Custom and modified stock units 15 business days (minimum)

500 QuickConnect

- Stock parts 2 business days (minimum)
- Quickship 2 business days
- Stock packages 10 business days

900 Custom Modular System

- Lead times are established on a per order basis, depending on how custom the unit is and the availability of the laminate chosen. Custom elements always add one week to the lead time. There is always a three week minimum lead time. **Production starts when all appropriate paperwork is turned into Customer Service.**

All of the above are standard lead-times. These may vary due to large volume orders and other variables. Watch for Abex Production Updates for extended lead-times. Lead times can be as much as four weeks for standard and six weeks for custom. Customer Service can always provide immediate information on lead times.

Rush Charges

Rush charges are applied when a customer requests an item in less than standard lead-time. In order to compensate for overtime in our administrative and production areas, a rush charge of 3% of list has been established. The rush charge will be assessed only on custom items which are to be produced in a shorter period than the published lead times.

ORDERING

Quickship Units



Quickship Units

The following is a list of all the Quickship items. "Quickships" are units that we keep on the shelf, which must ship as complete units. These particular units require 48 hour lead-times. These units are marked with the



in our Package Section for easy identification.

600 MultiConnect

Backwalls: E10 backwalls with curves

Accessories: Alcove countertops and bases, C1 counter tops and bases, H2 and H3 header and light packages.

All of the above are available in the following Quickship Frontrunner fabrics:

- * Coal
- * Silver
- * Panama

Quickship Laminate counter tops are available in:

- * White
- * Black
- * Gray
- * Graphite Nebula

500 QuickConnect (Fabric Only)

Backwalls: Package number Q-T3-01 (3 panel TT), Q-T4-03 (4 panel TT w/curves), Q-F10-05 (10 panels with curves) Q-F10-01 (10'12 panel system), and Q-F10-04 (10' 10 panel system w/curves).

Accessories: H2 and H3 header and light packages.

All of the above are available in the following Quickship Frontrunner fabrics:

- * Coal
- * Silver
- * Panama

Quickship Laminate counter tops are available in:

- * White
- * Black
- * Gray
- * Graphite Nebula

Lead-times are subject to availability and do not apply to volume orders. Abex reserves the right to extend lead-times as needed.

Orders being held for payment, will be held for two days. If payment is not received, orders will be returned to stock and a 15% restocking fee will be charged.

ORDERING PROCEDURES

Ordering Checklist



The following list contains the most common omissions received at Abex. Please be sure to include all of this information before you place an order. This will assist us in processing your order faster and more accurately.

- ☐ Have you clearly marked which product line you need?
- ☐ Have you listed all appropriate part numbers and prices?
- ☐ Have you listed the ship date, and ship to address?
- ☐ Are there appropriate call out drawings with the order?
- ☐ Have you listed all appropriate laminate and fabric colors, manufacturers' names, part numbers and finishes on your order?
- ☐ Have you listed all sizes, dimension locations and colors of panel accessories (i.e. slatwall, lightboxes, grommets, inlays, monitor cut-outs and stands)?
- ☐ Have you clearly marked any non-Abex items to be used in the design?
- ☐ Have you noted shipping containers and packing instructions?
- ☐ Have you noted the freight account number if freight charges are billed to the customer?
- ☐ Do you have a signed copy of the finalized quote and drawings with the purchase order (applies only if placing modified stock or custom orders)?
- ☐ Is there included a call out drawing or call out binder picture of the modified stock unit?
- ☐ Is the individual sales code included on the purchase order?
- ☐ Is sales tax required?
- ☐ Do you have the correct shipping code?
- ☐ Is there a purchase order number?
- ☐ Have you included your lead number and Salesperson's code?

If you have answered YES to all of the above questions, please fax your order and all appropriate paperwork to (818) 503-2769.

ORDERING PROCEDURES

Helpful Hints



600 MultiConnect

- If your order has an inlay, have you shown all specs (height, distance from top and bottom of panel)? Is the inlay on one side or both sides of the panel? Inlays on an RDC should always be done on both sides for visual inlay continuity.
- When using slatwall and lightboxes, remember snaptrack color (black or grey).
- When a monitor is called out in your order, a completely filled out Abex monitor spec form is always required with your order. We can not process your order without this form.
- Horizontal inlays are \$22.00 per seam, per side, vertical inlays are \$40.00 per seam and diagonal inlays are \$48.00 per seam. Custom inlays are quoted by the design department.
- U and H clips system connections, cannot be located next to a panel with recessed shelf standards (RSS).

500 QuickConnect

- Rear-mount brackets for alcove and radius peninsula counters are always used in QuickConnect.
- The cut-out slots for the counters are made in the lower level panels. Note: the panels are automatically dedicated and can only be used with counters, unless a graphic covers the counter bracket slots when the counter is not used.

900 Custom Modular System

- All Abex 900 orders must be accompanied by your purchase order, a signed Abex final quote and a detailed drawing that lists laminate manufacturer, color, finish, part number and laminate location by level.
- Laminate specs must be shown using the coding system on the Abex quote drawing for accuracy and clarity. Neatness is essential.
- Remember to specify all colors on all locations.
- Laminate availability can change daily. Always be prepared to select an alternative in the event that your laminate selection is unavailable.

ORDERING PROCEDURES

Terms & Conditions



Prices

All prices shown are list prices. Prices are F.O.B. North Hollywood, California, and do not include shipping or taxes. All prices are subject to change without notice.

Terms

All orders require a 50% deposit with order. The balance can be sent prior to shipping or COD.

If an order is canceled after production has begun the deposit will be used to cover costs incurred in the production of the order.

A request for terms must be accompanied by a completed application consisting of a bank reference and three trade references. Please allow 10 days for processing.

Terms for approved customers are 50% deposit at the time the order is placed and net 15 days on the balance.

Account balances must be kept current to insure continued credit. Orders placed when account balances are at or over limit are subject to delay.

Minimum Order

A \$175.00 minimum order is required. For orders totaling less than \$175.00, a \$25.00 handling charge will be added.

Shipping

Shipments will be made according to your shipping and receiving instructions. If no instructions are provided, shipments will be made by UPS Ground.

Claims

Ownership passes to the customer upon delivery to the carrier. Merchandise must be checked immediately upon arrival. All claims for damage must be made promptly by the customer to the delivering carrier. Abex is not responsible for damage or shortages that occur in transit. The customer must note any damage or shortages on the carrier's delivery receipt. Claims must be filed by the customer with the carrier.

Claims against Abex for error, defects, and shortages must be made within two weeks after delivery. Returns will not be accepted without a return authorization number. Authorization will be issued in the form of a number and should be stamped on all cartons returned. All returned merchandise must be in resalable condition if credit is requested. All transportation must be pre-paid, unless authorized to the contrary.

Returns

Returned merchandise will not be accepted without the written consent of Abex. Shipping instructions, and a return authorization number must be marked on each parcel. Unauthorized returns will be returned freight collect.

ORDERING PROCEDURES

Terms & Conditions



Term codes are as follows:

- HBO** - 50% check before delivery, 50% C.O.D.
- H15** - 50% check before delivery, 50% net 15 days
- 3BD** - Full amount due 3 days before shipment, 5% cash discount applies
- CBD** - Check before delivery on net items
- ROG** - Receipt of goods
- N/C** - No charge
- CCK** - C.O.D./cash or certified check only

Shipping charges will be added when an order is invoiced.

When remitting a check for more than one invoice, please specify how the check should be applied.

Packages can be modified by either deleting or adding the list price of the item.

For retrofit panel orders, please note serial # and invoice # if available.

An order verification copy of the sales order will be faxed to you. Please check it for accuracy.

Orders once received, may only be cancelled with the approval of Abex Display Systems Inc. If approved, a restocking fee of 15% of the order will be charged.

Abex cannot accept changes to orders once they have been placed.

Orders being held for payment, will be held for two days. If payment is not received, orders will be returned to stock and a 15% restocking fee will be charged.

Cash Discounts

A 3% cash discount is available for all orders that are completely prepaid. Your monthly statement will reflect your discount.

ORDERING PROCEDURES

Credit Application



**Abex Display Systems, Inc.
7101 Fair Avenue
North Hollywood, California 91605**

We appreciate your interest in Abex products and your desire to open an account with us.

In order to establish an open account with us, we require the names and addresses of three trade references as well as the name of your bank. (This information is also required for C.O.D. company check shipments.) You can be assured that this information will be kept strictly confidential.

Please allow one to two weeks to verify the credit information. If this delay is inconvenient, your check with your order will assure immediate processing.

Firm Name _____
Address _____
City _____
Tel. () _____
Date Business Established _____

Bank _____
Address _____
City _____
Tel. () _____
Acct. No. _____
Name of Bank Manager _____

Company _____
Address _____
City _____
Tel. () _____

Company _____
Address _____
City _____
Tel. () _____

Company _____
Address _____
City _____
Tel. () _____