

Reflections Series



# Cabinetry Specifications February 2016

# Diamond®

# These Lowe's Designers have been chosen for their dedication and loyalty to Diamond's Reflections Series ...

# NORTHEAST



#### LUBOZAR TIMNEV #2544 – Danbury, CT

Lubo has been with Lowe's for under two years and has become one of the top Diamond supporters. He feels the value, quality, and selection that Diamond offers greatly benefits his customers. Combining the options available in the Reflections line, with his background as an artist, he is able to create visually stunning designs. We greatly appreciate Lubo's support.



#### MIKE HAMEL #2610 – Tilton, NH

Mike is an essential part of the Diamond success in his region. Diamond, coupled with his exceptional sales skills, allows him to close a heavy majority of all projects he begins. Mike partners with Diamond because of the quality product, ability to easily and creatively design and the reliable service. We appreciate the hard work Mike puts in every day. He certainly deserves every bit of recognition he earns! Thank you, Mike!

# WEST



### WILLIAM WOOLARD #1901 - Cotati, CA

Will is just in his first full year of working for Lowe's and has worked his way up to being the #1 Reflection designer in the West. He has the ability to connect with his customer and really customize their kitchen to fit their needs. Reflections is his preferred brand because of the vast product offering and service that we provide. Will is a joy to work with and thank you for your support in selling Diamond in 2015!



### BECKY LOEFFLER #1050 – San Clemente, CA

Becky starts with Reflections because she knows her customers' needs and wants will be exceeded! Our depth of color, door styles, and product offering allow her the flexibility to achieve the perfect design for all her clientele. Becky's allegiance is earned by our consistent quality, out of the box design support, and reliable customer service. We thank you Becky for your loyalty!



# SOUTH

### SHIRLEY THOMPSON #539 – Mount Pleasant, SC

Shirley joined Lowe's Kitchen Cabinet Department in February 2013. Since then she has become a strong Diamond loyalist and one of our highest producers. She recognized early on the importance a quality and service driven company and rep can make in standing behind her and her sales. Shirley's confidence in herself and selling our brand are key to her success. Thank you Shirley, for being sure of yourself and all of us at MBC!!

#### KEN HIRSCHHORN #1732 – Port Charlotte, FL

With over a decade with Lowe's, Ken brings a tremendous amount of talent and passion to his designs. Over the past two years he has found Diamond Reflections to be a perfect fit for his designs and customer's needs. His fondness for the expansive doorstyle and finish selections, have helped to play an integral role sky rocketing Diamond sales in 2015.

# CENTRAL

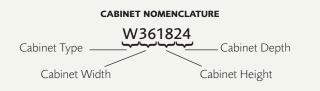
### PERRY O'BRIEN #1795 – Glen Carbon, IL

Perry is a devoted Diamond advocate with 15 years experience in kitchen design. Perry doesn't just sell Diamond, he works to convert every customer to Diamond. He has been one of the Centrals top Diamond designers for 10 years running. He believes our construction, finishes and Logix SKU's are the best in the industry. We thank Perry for his loyalty and the hard work he puts into every one of his Diamond designs.

## JENNY GRUEN #1160 – Cincinnati, OH

Jenny's extensive industry knowledge and experience working with large contractor projects have made her a top designer in the greater Cincinnati area. She has found the quality, versatility, and value of Diamond to be the best solution for her clients' ranging needs. Jenny knows she can depend on Diamond to match the unparalleled customer service she exhibits with each project. Thank you Jenny for your growing support and partnership with Diamond!





The cabinets listed below, and in the following pages, represent a sampling of our most popular cabinets. See your kitchen and bath designer for our full-line of cabinets and their specifications.

Here are some things to keep in mind when choosing your cabinets:

For Single Door Cabinets, specify L or R hinging.

All Standard Base Cabinets are available in square door styles only.

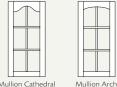
Vanity Utility Cabinets and Linen Closet Cabinets have the option for top door arch and bottom door square if specified.

Standard Depths and Heights (unless otherwise noted):

Wall Cabinet Depth is 12"

Base Cabinet Depth is 24", Height 34 1/2". Tall Cabinet Depth is 12" or 24" Office Cabinet Depth is 21", Height 28 1/2" Vanity Cabinet Depth is 18" or 21", Height 32" or 34 1/2".

#### MULLION SPECIALTY DOORS



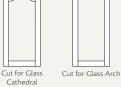


Mullion Prairie

Mullion Shaker

Mullion Cathedral

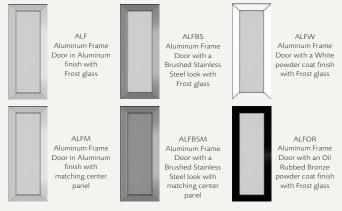
# CUT FOR GLASS SPECIALTY DOORS

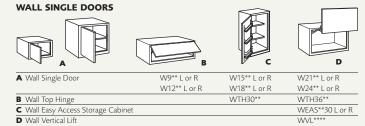




Cut for Glass Cut for Glass Shaker Gresham Farmington and Jamestown only

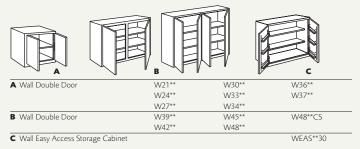
ALUMINUM FRAME DOORS



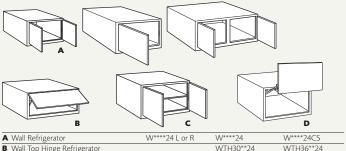


D Wall Vertical Lift

#### WALL DOUBLE DOORS



#### WALL REFRIGERATOR OPTIONS

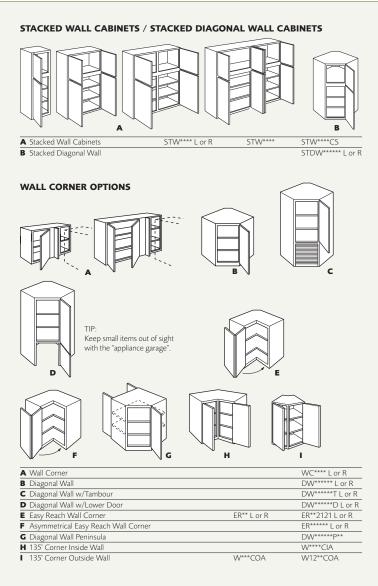


WTH30\*\*24 WTH36\*\*24 B Wall Top Hinge Refrigerator W/24\*\*24 L or R W\*\*\*\*24CS C Wall Refrigerator w/Shelf W/\*\*\*\*74 W\*\*\*\*24 D Wall Refrigerator Vertical Lift

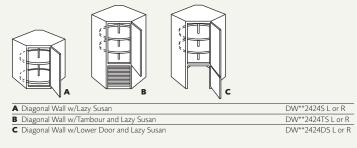
WALL TWO DRAWER / WALL THREE DRAWER

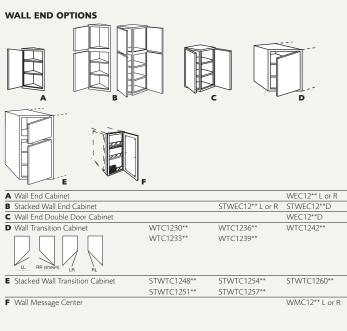


TIP: Great for plastics container storage. Store bowls above and organize lids in drawers below.



#### WALL LAZY SUSANS

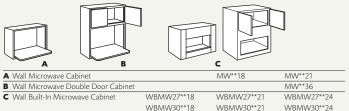




#### WALL QUARTER ROUND END SHELVES

A	B	u u	FHH	HHH	FUHUE	
A Wall Qua	rter Round End	Shelves, Radius	Top & Bottom Pa	anels	WQRES6*	*RT
B Wall Qua	rter Round End	Shelves, Square	Top & Radius Bo	ottom Panels	WQRES6*	*ST L or R
C Wall Qua	rter Round End	Shelves, Square	Top & Bottom P	anels	WQRES6*	*STSB
D Wall Qua	rter Round End	Shelves, Radius	Top & Bottom Pa	anels	WQRES12	**RT
E Wall Qua	rter Round End	Shelves, Square	Top & Radius Bo	ottom Panels	WQRES12	**STRB
F Wall Qua	rter Round End	Shelves, Square	Top & Bottom P	anels	WQRES12	**STSB

#### WALL MICROWAVE CABINETS

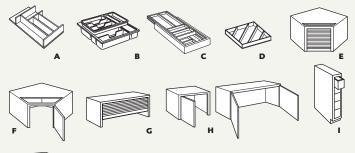


#### WALL ORGANIZER CABINET & WALL SPICE RACKS



#### **RACKS, DIVIDERS, & ORGANIZERS** A Cookbook Rack CBR B Tray Divider Kit CTDK C Spice Rack SRCH\*\* D Spice Rack Pull Down SPD18 E Tray Divider Rollout Kit TDRO\*\* F Wall Susan Kit W/SK\*\* PDO G Pegged Dish Organizer PDOPOSTS H Pots and Pans Pullout PPP30 Lid Organizer LO24DPRT\*\* J Shelf Pull Down SHI FPD36

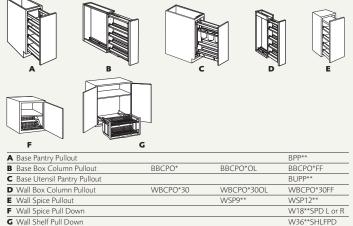
#### CUTLERY DIVIDERS, TAMBOURS, WALL CORNER CABINETS, WALL APPLIANCE GARAGE DOOR, & SPICE DRAWERS



#### 

,		
A Cutlery Insert Wood Organizer		CIW**
B Tiered Cutlery Divider, Plastic		TCD**
C Wood Tiered Cutlery Divider Drawer		WTCD**
D Cooking Utensil Divider		CUDD**
E Corner Tambour		CT****
F Corner Door		CD**** L or R
G Straight Tambour		ST**
H Wall Appliance Garage Door	WAGD** L or R	WAGD**
Base Spice Cabinet w/Drawers		BSD6
J Wall Spice Drawer		WSD**

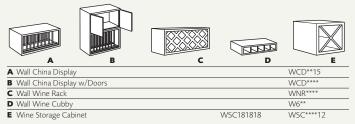
#### WALL/BASE PULLOUT STORAGE



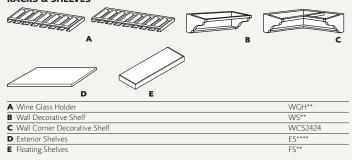
#### WALL OPEN CABINETS



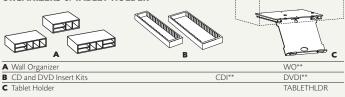
#### WALL CHINA & WINE CABINETS



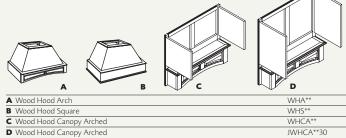
#### **RACKS & SHELVES**



#### **ORGANIZERS & TABLET HOLDER**



#### WALL WOOD HOODS\*



D Wood Hood Canopy Arched

\*Wood hoods do not come with blower kits, order separately.

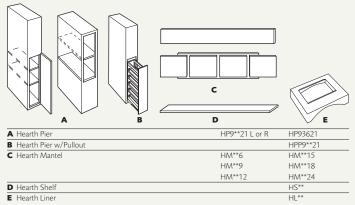
# WALL WOOD HOODS\* J. к н E Wood Hood Canopy Square WHCS\*\*

Vvood Hood Canopy Square	JVVHCS^^30
G Tapered Wood Hood	TWH**
H Wood Hood Island Arch	JWHIA**
Wood Hood Island Square	JWHIS**
J Wood Hood Linear	JWHL**
K Wood Hood Contemporary Straight	JWHCONSTR**

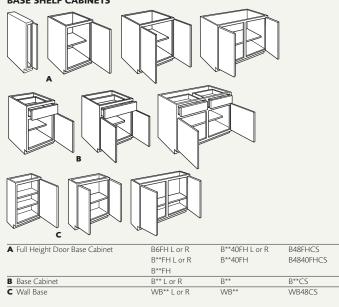
K Wood Hood Contemporary Straight

\*Wood hoods do not come with blower kits, order separately.

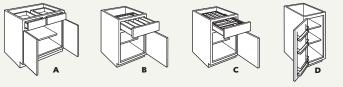
#### HEARTHS



#### **BASE SHELF CABINETS**

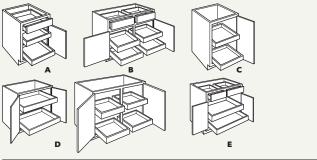


#### **BASE ORGANIZER CABINETS**



- A Base Buffet B\*\*B B Base w/Cutlery Insert Wood Organizer B\*\*CIW L or R B24CIW C Base w/Wood Tiered Cutlery Divider Drawer B\*\*WTCD L or R B24WTCD
- D Base Easy Access Storage Cabinet BEAS\*\* L or R

#### **BASE WITH ROLL TRAYS**



A	Base w/Roll Trays		B**RT L or R	B**RT	
	(Accommodates up to 2 extra roll tray	/s.*)			
В	Base Double Door w/Roll Trays		B**RT	B48CSRT	
C	Base Full Height w/Roll Trays	B**FHRT L or R	B**40FHRT L or R	B**40FHRT	
D	Base Full Height Double Door w/Roll	Trays	B**FHRT	B48FHCRT	

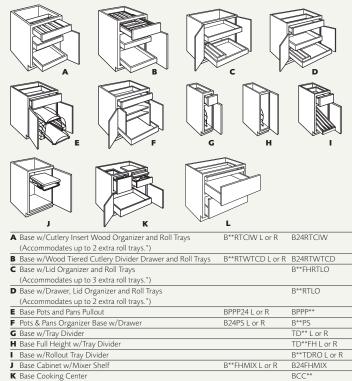
B\*\*RTB

2DB\*\*RT

Base Full Height Double Door w/Roll Trays	B**FHRT	B48FH
(Accommodates up to 3 extra roll trays.*)		

E Base Buffet w/Roll Trays

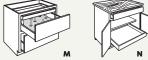
#### BASE ORGANIZER WITH ROLL TRAYS



(Includes bread board, tiered cutlery insert, and bread box lid.)

L Two Drawer Base w/Roll Tray

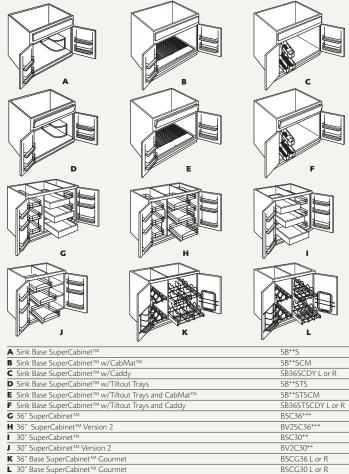
#### **BASE ORGANIZER WITH ROLL TRAYS**



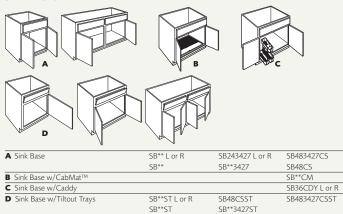


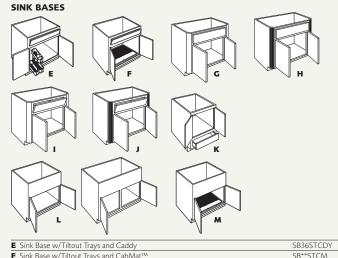
M Two Drawer Base w/Roll Trays and Pegged Dish Organizer 2DB36RTPDO N Floating Island Base FIC\*\*

#### BASE SUPERCABINET™



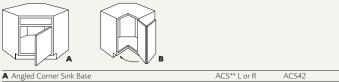
#### SINK BASES





Sink base w/ mout mays and caddy		505051001
F Sink Base w/Tiltout Trays and CabMat <sup>™</sup>		SB**STCM
G Sink Base w/Clipped Corners, Plain		SB**3427CC
H Sink Base w/Clipped Corners, Fluted		SB**3427FCC
Sink Base w/Clipped Corners and Tiltout Trays, Plain		SB**3427CCST
J Sink Base w/Clipped Corners and Tiltout Trays, Fluted		SB**3427FCCST
K Sink Base w/Drawer Below	SB24D L or R	SB48DCS
	SB**D	
L Country Sink Base	CNTYSB**	CNTYSB48CS
M Country Sink Base w/CabMat™		CNTYSB**CM

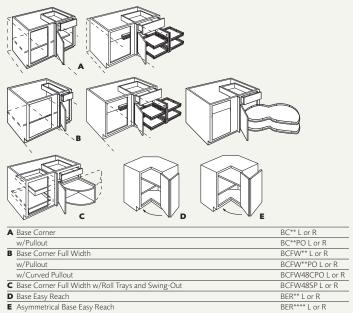
#### CORNER SINK BASES



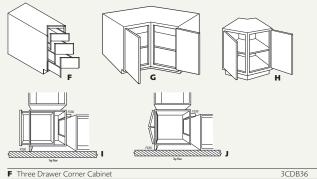
· Angled conter shire base	1.00	LOTIN	710312
Square Corner Sink Base			CS** L or R

#### BASE CORNER OPTIONS

B

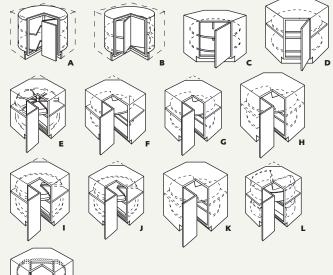


#### **BASE CORNER OPTIONS**



G	135° Corner Inside Base		BFH**CIA
H	135° Corner Outside Base	BFH*COA	BFH12COA
ī	Base Corner Peninsula	BCP24 L or R	BCP24
J	Base Corner Peninsula w/Full Height Doors	BCP24FH L or R	BCP24FH

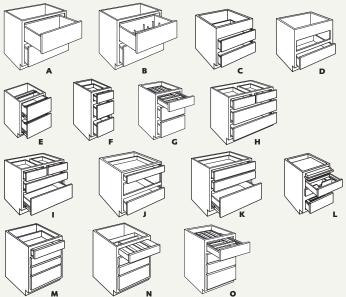






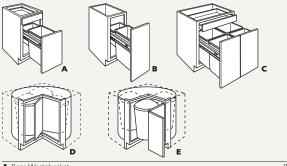
A Base Lazy Susan Corner w/Full Height Center Hinged Door	BLS36 L or R
B Base Lazy Susan Corner w/Revolving Door	BLS36DR
C Diagonal Base w/Full Height Door and Lazy Susan	DAB36S L or R
D Diagonal Base w/Full Height Door & Super Lazy Susan	DAB36SLS L or R
E Segmented Super Lazy Susan	SSS36 L or R
F Asymmetrical Super Lazy Susan	SLS**** L or R
G Super Lazy Susan	SLS** L or R
H Solid Wood Super Lazy Susan	SLSW** L or R
Super Lazy Susan w/Chrome Rail	SLSCR** L or R
J Asymmetrical Super Lazy Susan w/Chrome Rail	SLSCR**** L or R
K Asymmetrical Solid Wood Super Lazy Susan	SLSW**** L or R
L Base Rotating Deep Bin	BRDB36 L or R
M Lazy Susan Pullout	LSP36 L or R

#### DRAWER BASE CABINETS



A Two Drawer Base	2DB**
B Two Drawer Base w/Pegged Dish Organizer	2DB36PDO
C Two Drawer Base, Drop-in Range	2DB**DR
D Two Drawer Base, Drop-in Range and Warming Drawer	2DB**DRWD
E Two Drawer Base w/File Drawer	2DB**FD
F Three Drawer Base	3DB**
G Three Drawer Base w/Wood Tiered Cutlery Divider Drawer	3DB**WTCD
H Three Drawer Base Buffet	3DBB**
Three Drawer Base Buffet w/Deep Drawer	3DBB**DD
J Three Drawer Base, Warming Drawer	3DB**WD
K Three Drawer Base w/Deep Drawer	3DB**DD
L Three Drawer Base Special	3DB**SP
(Includes bread board, tiered cutlery insert, and bread box lid.)	
M Four Drawer Base	4DB**
N Four Drawer Base w/Cutlery Insert Wood Organizer	4DB**CIW
• Four Drawer Base w/Wood Tiered Cutlery Divider Drawer	4DB**WTCD

#### **BASE WASTE CABINETS**

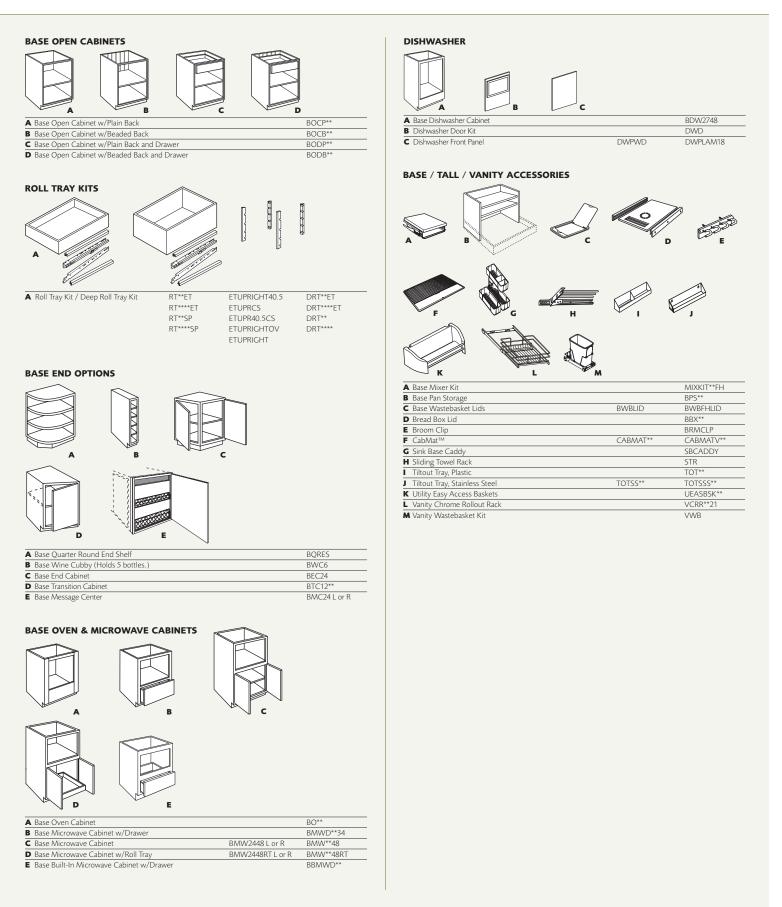


A Base Wastebasket	BWB**
B Base Wastebasket Full Height	BWB**FH
C Base Recycling Center	BRC27
D Recycling Trash Base w/Revolving Door	RRC36DR
E Recycling Trash Base w/Center Hinged Door	RRC36 L or R

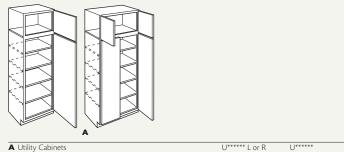
#### BASE OPEN BASKET



BOBP**	
BOBB**	

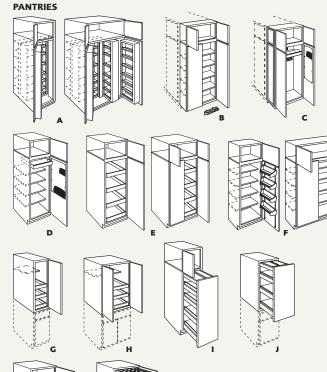


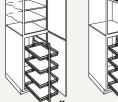
#### TALL UTILITY CABINETS



U\*\*\*\*\*

#### A Utility Cabinets

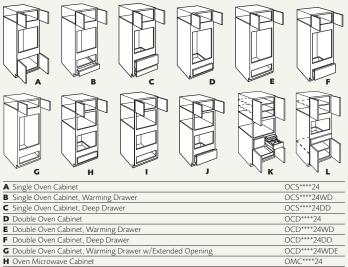




A Pantry Unit	PY18**24 L or R	PY36**24
B Utility Organizer Cabinet		UOC24**6
C Utility Organizer Drop Zone Cabinet		UOCDZ24**9AE*
D Utility Drop Zone Cabinet	UDZ18**24 L or R	UDZ36**24
E Utility w/Roll Trays	U****24RT L or R	U****24RT
F Utility Easy Access	UEAS***** L or R	UEAS*****
G Pantry Top Unit Single Door		PTU****24 L or R
H Pantry Top Unit		PTU****24
Tall Pantry Pullout	TPP9**24 L or R	TPP****24 L or R
J Pantry Top Unit w/Pullout		PTUP**4924
K Utility Storage w/Pantry Pullout		US***** L or R

K Utility Storage w/Pantry Pullout L Utility Storage w/Pantry Pullout and Pot and Pan Rack

#### **TALL OVEN & MICROWAVE CABINETS**



OMC\*\*\*\*24WD

OMC\*\*\*\*24DD

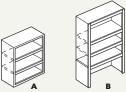
TBMWB\*\*\*\*24

MCC30\*\*24

Oven Microwave Cabinet, Warming Drawer J Oven Microwave Cabinet, Deep Drawer K Microwave Cooking Center

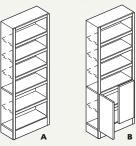
(Includes bread board, cutlery insert, bread box lid, and 1 sliding shelf.) L Tall Built-in Microwave Cabinet

#### WALL BOOKCASES, WALL FURNITURE BOOKCASES



A Bookcase w/Matching Interior	W**30BC	W**48BC
B Wall Furniture Bookcase	WFBC**48	WFBC**57
	WFBC**51	WFBC**60
	WFBC**54	WFBC**66

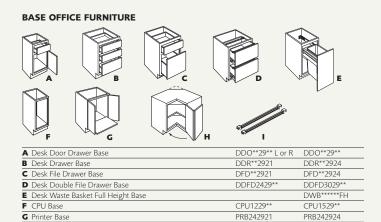
#### TALL BOOKCASES, TALL BOOKCASES WITH DOORS



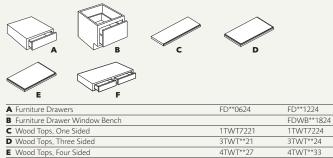
A Tall Bookcase	TBC**84**	TBC**90**	TBC**96**
	TBC**87**	TBC**93**	
B Tall Bookcase w/Doors	TBCD**84**	TBCD**90**	TBCD**96**
	TBCD**87**	TBCD**93**	

Note: The number of shelves varies with the height. The number of drawers varies with the width. This represents a portion of the entire line. See your kitchen designer for the full line offering.

US\*\*\*\*\*\*PP L or R



#### FURNITURE DRAWERS & WOOD TOPS



F Under Counter Drawer

H Desk Easy Reach

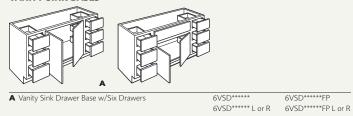
Filing System Hardware Kit

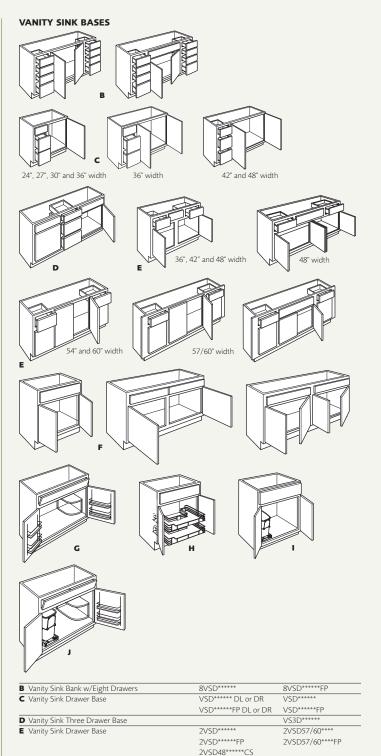
#### VANITY BASE CABINETS



D vanity base w/ Drawer	VD IOLUIN	VD
	VB****21 L or R	VB48****CS
C Vanity Base	V****18	V****** L or R
	V****21	V48****CS
D Vanity Base Easy Reach		VER***** L or R
E Vanity Four Drawer Base		4VDB******

#### VANITY SINK BASES





VSB\*\*\*\*18 L or R

VSB\*\*\*\*21 L or R VSB48\*\*\*\*CS

F Vanity Sink Base w/False Panels

₦ Vanity Base w/U-shaped Rollout Tray

Vanity w/Trash Pullout

G Vanity Sink Base SuperCabinet™ w/Tiltout Trays

J Vanity Sink Base SuperCabinet™ w/Tiltout Trays and Wastebasket

VSB\*\*\*\*18

VSB\*\*\*\*21

VSSB\*\*3421ST

VSB\*\*\*\*\*WB L or R

VSSB\*\*\*\*\*STWB L or R

VSB30\*\*21U

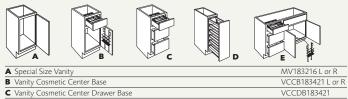
Note: The number of shelves varies with the height. The number of drawers varies with the width. This represents a portion of the entire line. See your kitchen designer for the full line offering.

DER\*\*\*\*\* L or R

FSHK\*\*

UCD\*\*\*\*

#### VANITY SPECIAL



VP93421

VCC\*\*3421FP L or R

D Vanity Pullout

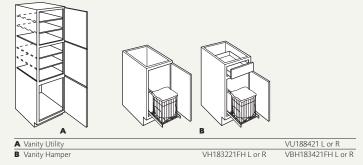
E Vanity Cosmetic Center Sink Drawer Base w/False Panel

#### LINEN CLOSETS

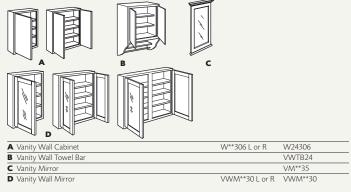


A Einen Closet	LC 100421 L OF IX
B Linen Closet w/Removable Hamper	LCRH188421 L or R
C Linen Closet Hamper Liner	LCHAMPERLNR
D Linen Storage Cabinet	LT**84** L or R

VANITY UTILITY



#### WALL CABINETS & VANITY MIRROR



#### **MEDICINE/LIGHTING CABINETS**

	B	r	
A Single Door N	Aedicine Cabinet		MC16
B Tri-View Medicine Cabinet TV**			TV**
C Tri-View Medicine Cabinet Lighted w/Chrome Face Plate		TMLC**32	

#### **DECORATIVE APPLIANCE PANELS**



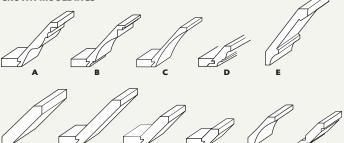


G

NOTE: Please see designer for complete listing of availability and sizes for customizable decorative

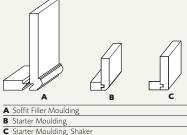
appliance panels.	,	
A Custom Panels	DAPNL1/4	DAPNL3/4
B Custom Doors	DADOORB	DADOORW
	DADOORHG	
C Custom Doors w/Hinge Routing	DOORB*	DOORW*

#### **CROWN MOULDINGS**



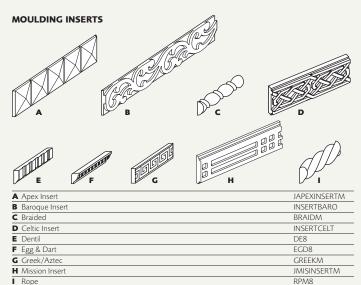
A Classic Tall Crown	CLTCROWN**
B Cornice Tall Crown	COTCROWN**
C Cove Crown	COVECROWN**
D Full Overlay Crown	FOLCROWN**
E Insert Crown	INSCROWN**
F Large Shaker Crown	LSHAKER**
Large Shaker Crown, Premium	LSHAKER**P
G Large Straight Angle Crown	LSACROWN**
H Medium Straight Angle Crown	MSACROWN**
Straight Angle Crown	SACROWN**
J Small Cove Crown	SMCOVECROWN**
K Shaker Crown	SHKRCRM8
L Small Crown	SCM**
M Solid Wood Crown	SWCRM**
N Solid Wood Large Crown	SWLCRM**
• Solid Wood Tall Crown	SWTCRM**
P Solid Wood Victorian Crown	SWVCRM**
<b>Q</b> Tall Crown	MTCROWN**

#### STARTER MOULDINGS

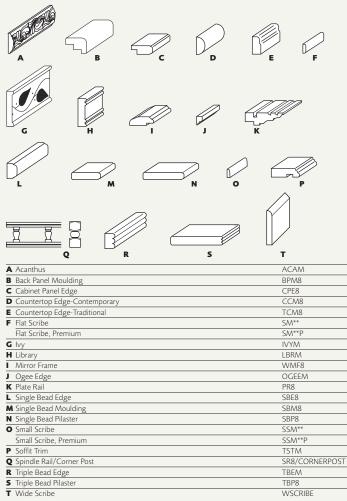


Soffit Filler Moulding	SFM**
Starter Moulding	STR**
Starter Moulding, Shaker	STRS**

TKC







#### TOE MOULDINGS c Α R A Baseboard BBM\*\* B Baseboard - Sculpted BBMSC C Baseboard - Shaker BBMSH\* D Baseboard - Swooped BBMSW TB8LAM18 E Toeboard TB8LAM12 TB8WD14 Toeboard, Premium TB8P14

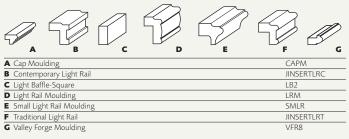
F Toekick Cap

#### WINDOW CASINGS

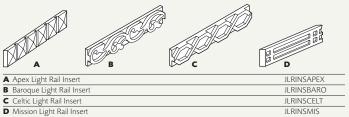


B Window Casing-Traditional

#### LIGHT RAILS



#### LIGHT RAIL INSERTS

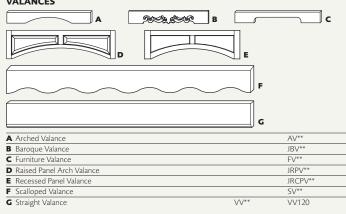


#### **CORNER MOULDINGS**

		B		<pre>S</pre>			6
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A	Diagonal Corner	DCM8
B	Inside Corner	ICM8
	Inside Corner, Premium	ICM8P
C	Large Outside Corner	LOSC8
D	Outside Corner	OCM8
	Outside Corner, Premium	OCM8P
E	Outside Corner 135°	OC135
F	Quarter Round	QRM
G	Shoe-Convex Inside Corner	SHM8

#### VALANCES



#### DECORATIVE OVERLAYS

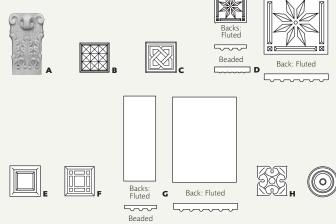




0	
	ACOVLY
	JCELOVLY
	GROVLY
	SHOVIY

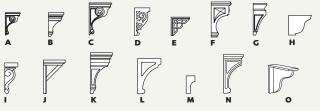
ACOVLY
JCELOVLY
GROVLY
SHOVLY

#### **DECORATIVE ORNAMENTS**

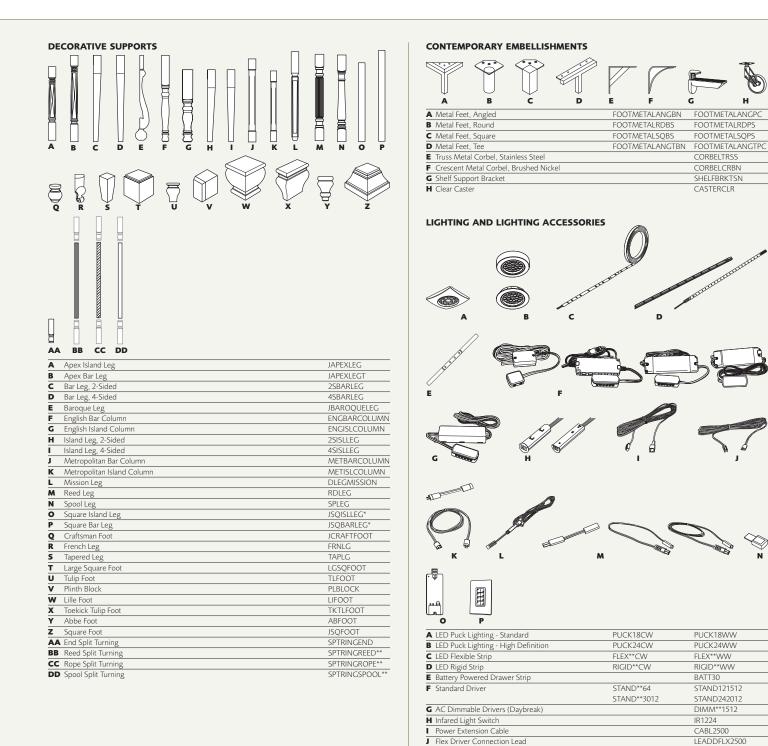


A	Acanthus Ornament	ACO
В	Apex Tile	JTILEAPEX
C	Celtic Rosette	ROSETTCELT
D	Corner Rosette-Fluted	FFRC*X*
	Beaded	BFRC3X3
E	Mission Rosette	ROSETTEMIS
F	Mission Tile	JTILEMISSION
G	Plinth Block Filler-Fluted	FFP*X8
	Beaded	BFPC3X8
H	Scroll Rosette	ROSETTESCR
T	Traditional Rosette	TROSETTE
_	Beaded Scroll Rosette	BFPC3X8 ROSETTESCR

#### **DECORATIVE CORBELS & SHELF SUPPORTS**



Α	9" Small Corbel		SMCORBEL
В	9" Art Corbel		CORBELART9
С	13" Large Corbel		LGCORBEL
D	10" Baroque Corbel		CORBELBARO
E	7" Celtic Corbel		CORBELCELT
F	Apex Corbel	JCORBELAPEX*	JCORBELAPEX14
G	Mission Corbel		CORBELMIS*
н	Olde World Corbel	JCORBELOWD*	CORBELOWD5
L	Scroll Corbel		CORBELSCR*
l	Arts & Crafts Bracket		JBRACKETART
К	Arts & Crafts Open Corbel		JCORBELARTO
L	Craftsman Open Bracket		JCORBELCRAFTO
Μ	Mini Shaker Corbel		JCORBELSHKR3
Ν	Shaker Corbel	JCORBELSHKR7	JCORBELSHKR**
0	Snack Bar Support		SBS



K Flex Inner Connections

N Rigid Strip End Cap

O Quatro Dimming Receiver

P Quatro Wall Controller

L Rigid Driver Connection Cable M Rigid Inter Connections LEADELXIC1500

CABLRIDG2500

LEADRIC1500

Q4ZONECON

ENDRIG

QDIMRE

CONNELXCRN50

LEADFLXIC500

CABLRGCRN30

CABLRIGIC300

# **DIAMOND CUSTOMER SERVICE**

Here to Help

MBCI U.S. Customer Service Phone: MBCI Canada Customer Service Phone: MBCI Customer Service Fax: MBCI Customer Service Operating Hours: 1.800.766.1126 1.855.722.2152 1.877.333.7122 Mon-Fri, 7:30am-8:00pm EST Sat, 9:00am-1:00pm EST

**Take Two:** Please take two telephone numbers for your consumer when processing the fields in "Design Information." This will help our home delivery agent effectively contact your consumer when scheduling delivery.

**Always Enter E-Mail:** In 20-20 "Design Information," enter your consumer's e-mail address (or you can enter your own e-mail address) to receive a series of e-mail communications from Diamond Customer Service that cover topics including:

- What to expect during your purchase
- Estimated delivery information
- Order production status
- Shipment confirmation

http://tracker.diamondatlowes.com/Designer: Obtain order status information anytime. Always available - access through LowesNet.

**Lead Time:** Our goal is to ship from our manufacturing facility within three to four weeks of order. Typically, add one week for home delivery.

**Future Hold** is available. If your consumer is ready to purchase, but is not ready to receive product, we will hold your order for up to 150 days. Call Diamond Customer Service when placing the order, note your PO# and the date the consumer would like to receive product. The order will be held and processed through our manufacturing facility in accordance with requested delivery date.

Order Cut-Off: Orders are processed daily, Monday through Friday, except holidays.

**Order Acknowledgments:** Faxed to you one hour after order has been processed and accepted. You have 24 hours to make changes to your order without penalty.

**Open Order Reports:** Faxed to your store every Saturday and Wednesday morning. These reports list all open orders in our system, the date LTL and FedEx orders are scheduled to leave the manufacturing facility, the carrier and the date range fleet or home delivery orders are expected to arrive at your store or the delivery agent. A firm delivery date will be added when an appointment is made with your store or the delivery agent.



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# **MBCI Customer Service Operating Hours:**

Mon-Fri, 7:30am-8:00pm EST Sat, 9:00am-1:00pm EST MBCI U.S. Customer Service Phone: **1.800.766.1126w** MBCI Canada Customer Service Phone: **1.855.722.2152** MBCI Customer Service Fax: **1.877.333.7122** 

ASM name: \_\_\_\_\_

ASM phone:\_\_\_\_\_

ASM email: \_\_\_\_\_