

## TELEPHONE ORDERS

May be placed during office hours, 9:00 am to 5:00 pm EST, Monday thru Friday, 937-652-3338. For faster ordering, please fill out your order form and have your credit card ready before calling.

## FAX ORDERS

Fax orders may be placed 24 hours a day, 7 days a week (937) 652-3898.

## INTERNET ORDERS

We offer secure online ordering at [www.cdwood.com](http://www.cdwood.com). Wholesale pricing will be calculated when order is processed in house. Order totals will be verified via email.

## MAIL ORDERS

Please be sure to include method of payment, wholesale customer ID number, telephone number, & email in case of questions.

## MINIMUM ORDERS

Order must be \$50.00 net. Orders below this amount will default to catalog pricing. Item minimum quantities listed must be ordered..

## ORDER DISCOUNTS

Qualified wholesale dealers receive the discounted prices listed on the Wholesale Pricing Sheet. Most prices are 40% to 60% off retail. Please note prices listed in our Catalog are not retail pricing.

## PAYMENTS

We accept VISA, Discover, or MasterCard. We do not offer open accounts at this time.

## SHIPPING

We ship via UPS Ground Prepaid. We charge actual shipping & insurance charges. We do everything possible to pack orders well & to minimize shipping charges.

## BACKORDERS

We automatically back order itmes if item(s) totals \$25.00 or more and are not available at the time of shipment. If back orders are not desired please check the box titled "NO Backorders" on the order form or specify when ordering. Also, we will try to substitute the next closest item if available unless you specify differently.

## CLAIMS

Our shipping department does everything possible to make sure your shipment is received in good condition, however, damages do occur from time to time. If damages are received from our carrier, please retain the original carton(s). Call us immediately (within 5 days of receipt , please) at

937-652-3338. Claims of any kind, whether from damage, shortage, manufacturer's defect, etc., must be reported within 10 business days of receipt. Please carefully check all packing materials and boxes.

## RETURNS

If, for any reason, you are not satisfied with your product, contact us within 10 business days of receipt for authorized return number. Do not return any merchandise until you contact us first. Any unauthorized returns will not be accepted. Returns must be packed well in their original packaging and received in good condition. No returns or cancellations on special items. Merchandise returned past the 10 days will be subject to a 15% restocking fee. No returns or exchanges accepted past 21 days.










## CUSTOM CUTTING

Cupboard Distributing's experienced woodworking shop offers custom wood cutting. To receive a quote, send your pattern complete with specifications such as wood thickness, hole size if required, hole placement, quantity needed, etc. If you FAX a pattern, please remember the FAX machine will distort the pattern, so be sure to include actual dimensions. All pieces are finely sanded and ready for painting. Because your work is original, all patterns are kept confidential.

*\*\*Important: Please note that while we try our best to fill your order complete, there may be times when we are out of stock of an item due to high demand or manufacturing problems. We will substitute the next closest item if available unless you specify differently. Due to market fluctuations, prices subject to change without notice.*

*\*\*Aerosols: Please note that Federal regulations prohibit shipping of aerosol products via air or out of the continental U.S. If you order an aerosol product it will be shipped UPS Ground or P.O. Surface.*

## MILLIMETER SIZE CHART

1 mm	
2 mm	
3 mm	
4 mm	
5 mm	
6 mm	
7 mm	
8 mm	
10 mm	

2 mm	.....	5/64"
3 mm	.....	1/8"
4 mm	.....	5/32"
5 mm	.....	13/64"
6 mm	.....	1/4"
8 mm	.....	5/16"
10 mm	.....	25/64"
12 mm	.....	1/2"
14 mm	.....	35/64"
16 mm	.....	5/8"
18 mm	.....	3/4"
20 mm	.....	25/32"
22 mm	.....	7/8"
24 mm	.....	1"
28 mm	.....	1-1/8"
30 mm	.....	1-1/4"
35 mm	.....	1-3/8"
40 mm	.....	1-5/8"

