

# SHIPPING POLICIES

## FREIGHT CHARGES



### NET FREIGHT CHARGES

\$1 - \$100 .....	\$25
\$101 - \$250 .....	\$50
\$251 - \$500 .....	\$75
\$501 - \$1,000 .....	\$125
\$1,001 - \$1,500 .....	\$150
\$1,501 - \$2,499 .....	\$175
\$2,500 and up .....	Free

**NOTE:** As of Jan. 1, 2021, Sit-Stand bases and Emerge II products now fall under our standard freight policy for net freight charges.

### WEST COAST SHIPMENTS NET FREIGHT CHARGES

**West Coast states: AZ, CA, ID, MT, NM, NV, OR, UT, WA, WY**

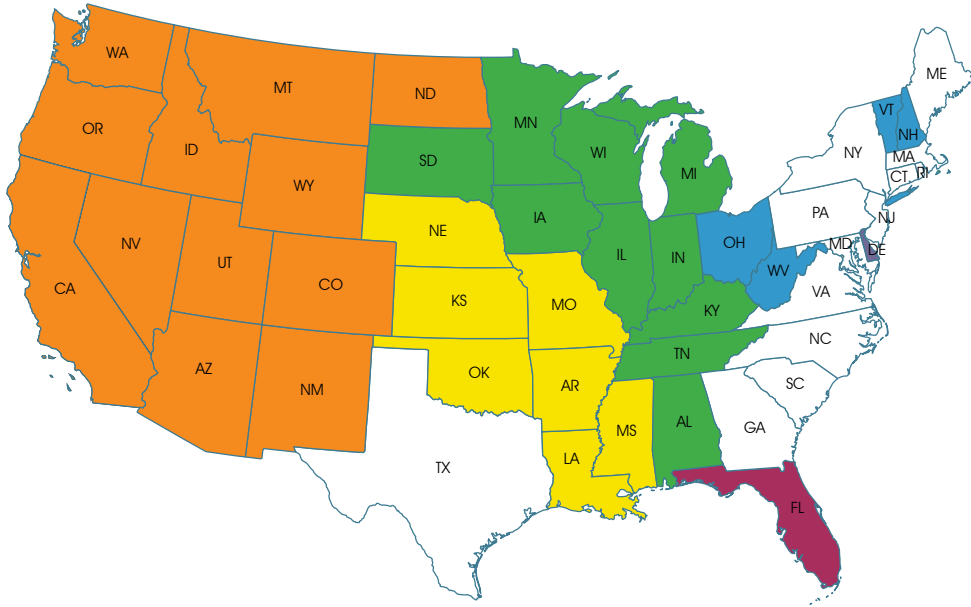
\$1 - \$100 .....	\$50
\$101 - \$250 .....	\$100
\$251 - \$500 .....	\$150
\$501 - \$1,000 .....	\$250
\$1,001 - \$1,500 .....	\$300
\$1,501 - \$2,499 .....	\$350
\$2,500 - \$4,999.....	\$500
\$5,000 and up .....	Free

### ADDITIONAL SHIPPING FEES

- Shipping changes made 48 hours or less before ship date will be subject to additional charges based on carrier charges.
- \$10.00 for 24 hour call notice.
- \$100 for after hours delivery.
- \$150 Lift Gate fee.
- Detention fees:
  - \$75 per hour when order is less than 12 pallets starting after 1.5 hours.
  - \$75 per hour when order is 12 pallets or greater after 4 hours.
  - Detention fee is not prorated.
- 3% fee or minimum \$25 for shipping in a non-standard ship lane date, no charge on orders over \$50,000 net.
- Open Plan reserves the right to floor load product in order to maximize truck capacity. Deliveries requiring **all** product to be on pallets will be subject to additional cost.
- Customer orders stored 30 days beyond the ship date/pick up date are subject to a storage fee of 5% per month.

# SHIPPING POLICIES

## SCHEDULE & REQUIREMENTS



### MAIN SHIPPING LANES

- S1** Ship Monday
- S2** Ship Tuesday
- S3** Ship Wednesday
- S4** Ship Thursday
- S5** Ship Friday
- S6** 7 Business Days to 3 weeks after order date
- SS** See select shipping lanes below

### SELECT SHIPPING LANES

New Jersey, New York	Ship Monday & Wednesday
Maryland, East Pennsylvania (Philadelphia)	Ship Monday & Friday
West Pennsylvania (Pittsburgh)	Ship Tuesday
Rhode Island, Connecticut, Maine & Massachusetts, Georgia, Texas	Ship Tuesday & Friday
Virginia (North of Fredericksburg)	Ship Wednesday
North Carolina, South Carolina	Ship Thursday & Tuesday
Virginia (Fredericksburg and South)	Ship Friday

- 7 Day Program Orders are produced in 7 Business Days and will ship in the appropriate ship lane.
- If fabric selection from manufacturer is delayed for more than two weeks, shipment will be quoted as 1 week from receipt of fabric.

### SCHEDULING DELIVERY

Please review our Customer Shipping Form at [www.openplan.com/shipping-form](http://www.openplan.com/shipping-form) - Timed delivery is not offered on shipments of less than 12 pallets.

If a critical date is required, please contact your customer service representative.

### PREPARING FOR DELIVERY

Delivery sites must be able to accommodate a 53' trailer plus tractor, have an available receiving dock and be able to receive during normal business hours.

OPS operates with a no-touch delivery policy.

# SHIPPING POLICIES

## SCHEDULE & REQUIREMENTS

### ESTIMATED DELIVERY TIME BY LOCATION

DE, MD, NC, VA	1 to 2 Business Days
AL, CT, FL, GA, KY, MA, NJ, NY, OH, PA, RI, SC, TN, WV	2 to 3 Business Days
ME, NH, TX, OK, VT	3 to 4 Business Days
AR, IA, IL, IN, KS, LA, MI, MN, MO, MS, WI	3 to 5 Business Days
MT, NE, NM, AZ, CA, CO, ID, ND, NV, SD, UT, WY	5 to 8 Business Days
OR, WA	6 to 8 Business Days

**NOTE:** Estimated delivery times may vary and are subject to change.

### DAMAGE, WARRANTY & SERVICE CLAIMS

Damaged freight must be identified on the Bill of Ladings at the time of delivery and OPS must be notified within 3 business days. Service issues on all new deliveries/installs should be made within 5 business days and no more than 30 days from receipt of product. A photocopy of Bill of Ladings and photographs of all damaged product must be provided for processing. Service calls and questions should be directed to Field Services: [fieldservices@openplan.com](mailto:fieldservices@openplan.com).

### FREIGHT LOCATIONS

Shipping within the continental United States. Freight program is to dealer's location only. Deliveries to remote or residential locations will be quoted on a case by case basis.

### SHIPMENTS TO CANADA

All shipments to Canada are Custom Carrier — customer is responsible for making all shipping arrangements and paying all shipping charges, including tariffs and duties.

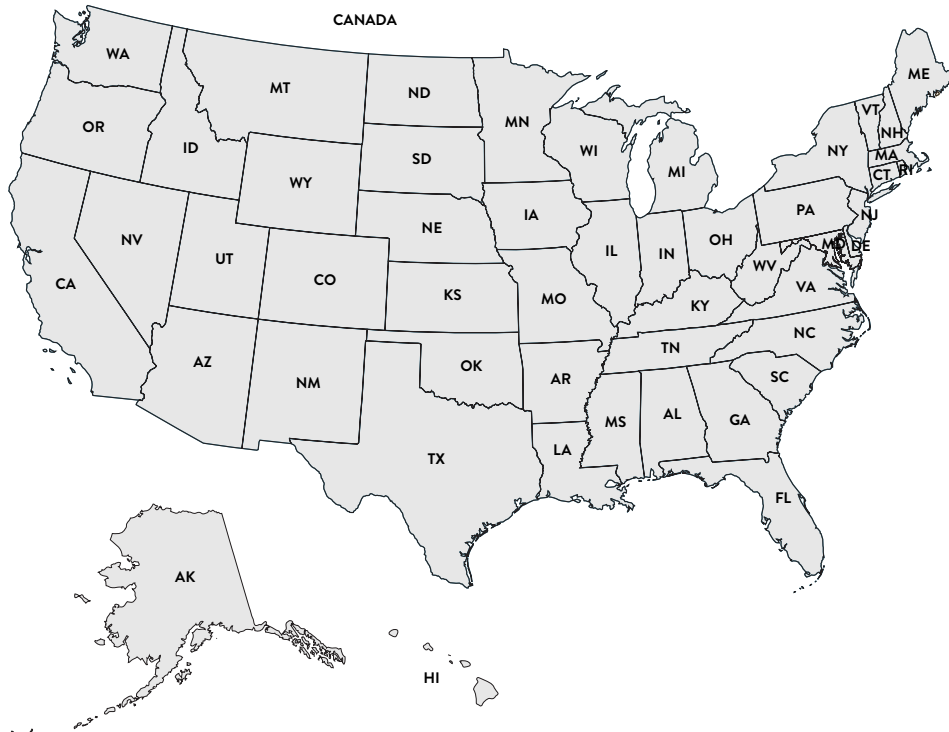
For shipments to other locations not shown on map, please contact your customer service representative for pricing and availability.

### CUSTOMER PICK UP

Customers using the pick-up option will be notified by our shipping department when the order is ready. Orders can be picked up 12:30-3:30 p.m. on the ship date or 8:00-3:30 p.m. on the next business day.

To schedule pick-up, please email [shipping@openplan.com](mailto:shipping@openplan.com) or call 844.OPS.OPS1 x8143 to determine warehouse location for pickup.

# SALES REPS BY STATE



## SALES

### COO

**Dean Williams**  
844.OPS.OPS1 x8110  
804.400.9628 (mobile)  
dwilliams@openplan.com

### SALES DIRECTOR

**Jay Bryson**  
844.OPS.OPS1 x8124  
804.922.0305 (mobile)  
jbryson@openplan.com

### GSA

Contact your territory manager:  
<http://www.openplan.com/contact/rep-locator/>

## SALES REPRESENTATIVES

**AK, HI, IL, KS, MI, NJ, NY (UPSTATE),  
WV, CANADA, VA (CENTRAL)**

**Reagan Penny**  
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**NC (GREENSBORO & EAST)**

**Michelle Dean**  
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mdean@openplan.com

**GA**

**Ben Roberson**  
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broberson@openplan.com

**OK, TX**

**Kevin Kliefoth**  
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**CT, MA, ME, NH, RI, VT  
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**NYC/WESTCHESTER, NJ  
(NORTH OF HWY 295 & 195)  
TOM MCCARTHY ASSOCIATES**

**Tom McCarthy**  
1.917.655.5401  
tom@tommcCarthyassociates.com

**IN, KY, OH  
BRUCE LONGHINO GROUP**

**Fred Bruce**  
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fred@blgreps.com

**DE, NJ (SOUTH OF HWY 295 & 195), PA  
PHILLIPS CONTRACT GROUP**

**Josh Phillips**  
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josh@phillipscontract.com

**AZ, CA (SOUTH OF BAKERSFIELD),  
CO, ID, MT, NM, OR, UT, WA, WY**

**Mike Fabionar**  
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**DC, MD, VA (NORTHERN)  
MCLAIN GROUP**

**Andy McLain**  
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**IA, MN, ND, SD, WI  
INTERIOR RESOURCE**

**Dan Martin**  
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**AL, AR, MS, LA, TN  
MORGAN ASSOCIATES**

**Mike Morgan**  
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morg4furn@bellsouth.net

**NC (WEST OF GREENSBORO), SC  
MURPHY ASSOCIATES**

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**CA (BAKERSFIELD TO OREGON LINE)  
MALINE FURNISHINGS**

**Marie Fimbres**  
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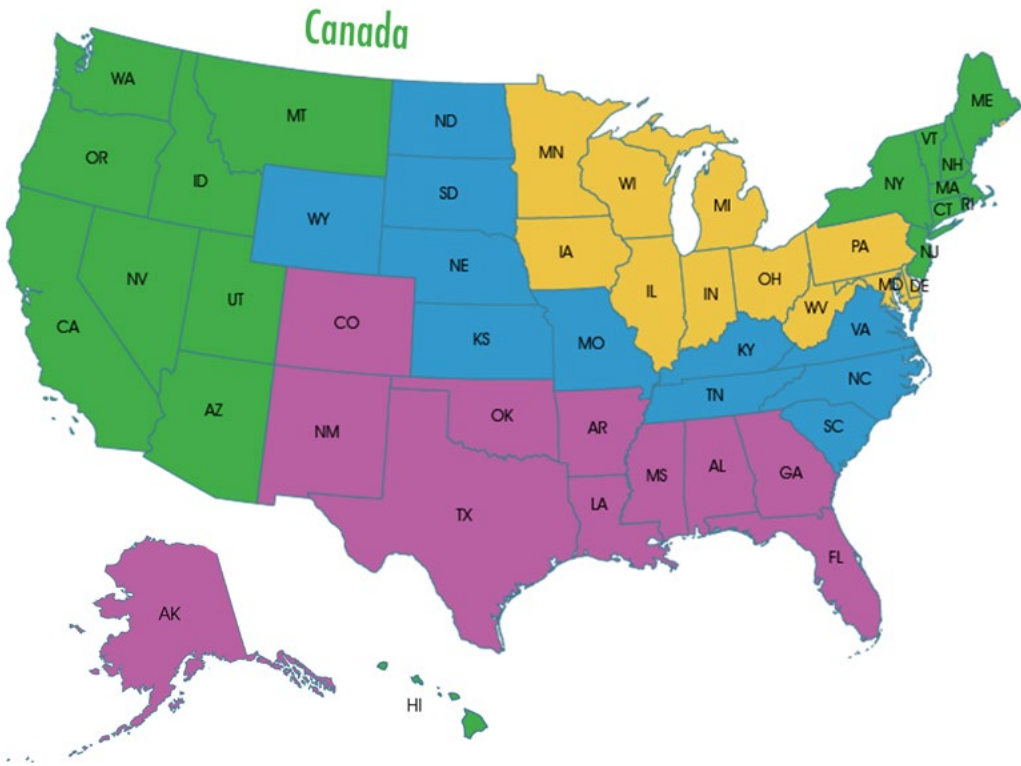
**FL (NORTHERN/CENTRAL)  
GIBSON INTERIOR PRODUCTS SOUTH**

**Heather Huddleton**  
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**FL (SOUTHERN)  
GIBSON INTERIOR PRODUCTS SOUTH**

**Tara Ruggiere**  
561.322.5382  
tara@gibsonoffice.com

# CUSTOMER SERVICE BY TERRITORY



We greatly value you as a customer and continuously strive to ensure your satisfaction. Our superior customer service team is dedicated to providing you with the best possible support every step of the way.

## CUSTOMER SERVICE

### DIRECTOR OF CUSTOMER SERVICE Dina Fink

844.OPS.OPS1 x8120  
804.892.2496 (mobile)  
dfink@openplan.com

#### TERRITORY 1

##### Elizabeth Gerber

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egerber@openplan.com

#### TERRITORY 2

##### Susan Colbert

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scolbert@openplan.com

#### TERRITORY 3

##### Bobbie Zimmer

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#### TERRITORY 4

##### Jess Fink

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## CUSTOMER SUPPORT

### Joy Yeager

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jyeager@openplan.com

### Summer Brock

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### Lauren Bernard

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### Elizabeth Pritchard

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