

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

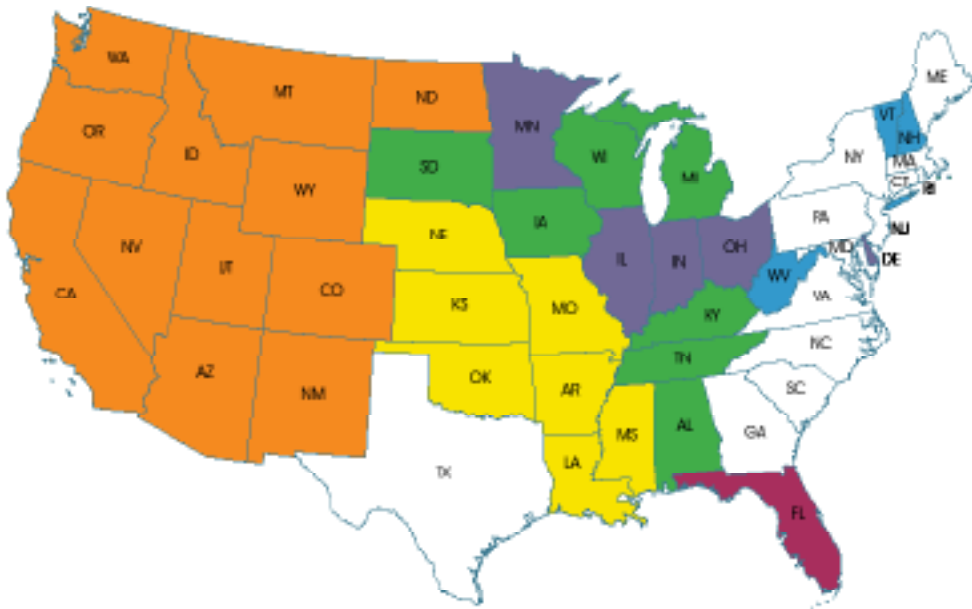
\$1 - \$100	\$50
\$101 - \$250	\$100
\$251 - \$500	\$150
\$501 - \$1,000	\$250
\$1,001 - \$1,500	\$300
\$1,501 - \$2,499	\$350
\$2,500 - \$4,999.....	\$500
\$5,000 and up	Free

ADDITIONAL SHIPPING FEES

- As of May 1, 2021, any shipping changes made 48 hours or less before ship date will be subject to a \$50.00 change fee.
- As of May 1, 2021, if an order has already shipped and shipping changes are requested, there will be a minimum fee of \$100, as well as any additional costs based on the carriers policy.
- \$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 - 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.

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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.

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.

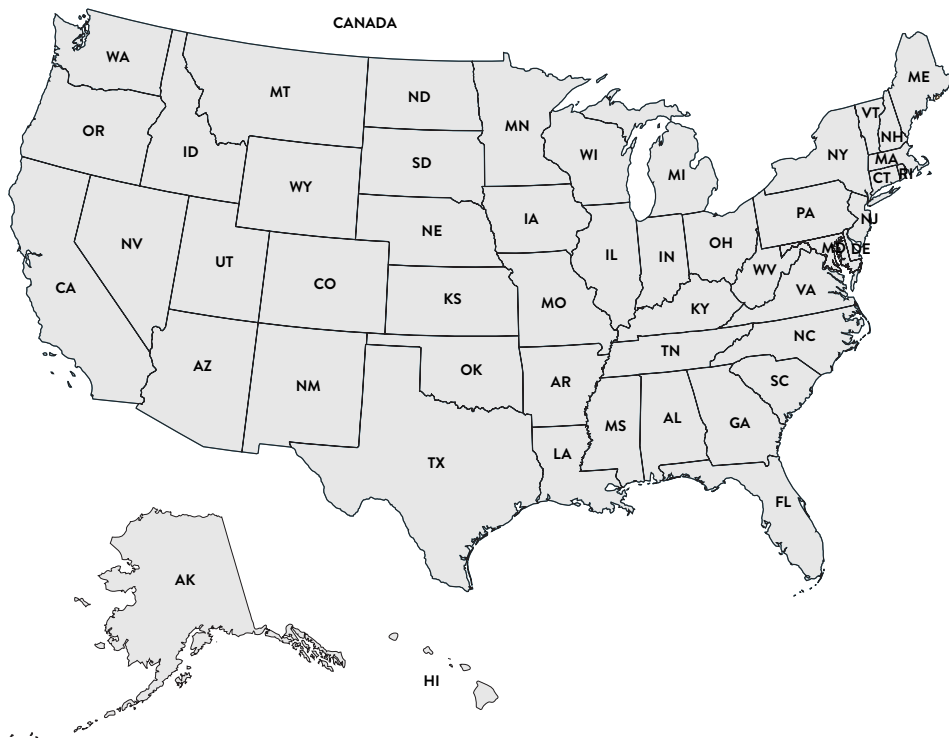
CUSTOMER PICK UP

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 or call 844.OPS.OPS1 x8143 to determine warehouse location for pickup.

SALES REPRESENTATIVES

BY STATE



SALES CONTACTS

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

SALES MANAGER

Doug Williams

919.538.1390
doug.williams@openplan.com

GSA

Contact your territory manager:
[http://www.openplan.com/
contact/rep-locator/](http://www.openplan.com/contact/rep-locator/)

SALES REPRESENTATIVES

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

Reagan Penny

844.OPS.OPS1 x8128
804.247.1042 (cell)
rpenny@openplan.com

CT, MA, ME, NH, RI, VT

KILCOYNE ASSOCIATES

Mike Kilcoyne

978.808.4807
mkilcoyne@kilassoc.com

**NY (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

1.513.936.8475
fred@blgreps.com

DE, NJ (SOUTH OF HWY 295 & 195), PA

PHILLIPS CONTRACT GROUP

Josh Phillips

1.215.221.4191
josh@phillipscontract.com

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

Mike Fabionar

925.382.6466
mfabionar@openplan.com

DC, MD, VA (NORTHERN)

MCLAIN GROUP

Andy McLain

301.633.8057
ajmc2@comcast.net

Mason Barish

410.800.4592
410.245.0818
mason@McLainGroupReps.com

IA, MN, ND, SD, WI

INTERIOR RESOURCE

Dan Martin

651.216.6880
dan@interiorresourceinc.com

AL, LA, MS

MORGAN ASSOCIATES

Mike Morgan

601.408.1777
morg4furn@bellsouth.net

TN, AR

MORGAN ASSOCIATES

Bret Morgan

901.692.1066
bretmorgan82@gmail.com

NC, SC

MURPHY ASSOCIATES

Mike Murphy

336.689.1431
mmurphyassoc@aol.com

CA (BAKERSFIELD TO OREGON LINE)

MALINE FURNISHINGS

Marie Fimbres

408.595.4265
marie@mlfreps.com

FL

CHIME CONTRACT

Heather Huddleton

407.247.6537
heather@chimecontract.com

GA

CHIME CONTRACT

Douglas Westhoven

404.312.4484
douglas@chimecontract.com

OK, TX

THE GINGER GRANT GROUP

214.217.2992
showroom@gingergrant.com

SALES REPRESENTATIVES

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
844.OPS.OPS1 x8133
egerber@openplan.com

TERRITORY 2

Dina Fink
844.OPS.OPS1 x8120
dfink@openplan.com

TERRITORY 3

Bobbie Zimmer
844.OPS.OPS1 x8123
bzimmer@openplan.com

TERRITORY 4

Jess Fink
844.OPS.OPS1 x8134
jcoffey@openplan.com

CUSTOMER SUPPORT

Joy Yeager
844.OPS.OPS1 x8138
jyeager@openplan.com

Summer Brock
844.OPS.OPS1 x9958
sbrock@openplan.com

Lauren Bernard
844.OPS.OPS1 x2492
lbernard@openplan.com

Elizabeth Pritchard
844.OPS.OPS1 x2487
epritchard@openplan.com