

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

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

Shipping

DELIVERY REQUIREMENTS

- All Shipments are to dealer locations meeting the below guidelines and are within the continental United States.
- Any deliveries to residential addresses will need to be coordinated by the dealer.
- Standard all delivery locations must be able to accept a 53' trailer plus truck, they must have a loading dock and the means to offload the product. We will maximize trailer space by floor loading chairs and pedestals when possible.
- OPS reserves the right to modify freight charges, prior to shipping, for oversize items where carriers are charging additional fees. This would be applicable on LTL shipments for items that cannot be loaded on a standard 48x48 pallet and the order value is under the \$2,500 freight free program.
- **ANY DELIVERY** that does not meet the above requirements or is not covered by Shipping Fees below will have to have pre-approved arrangements and appropriate fees applied to the order.
- Shipments are scheduled 7 business days in advance; any change to a ship date or location once the shipment is scheduled will be subject to additional fees.

SHIPPING FEES

- NOTIFICATION PRIOR TO DELIVERY- \$10.00 NET = add header fee and note – OPS or Delivering Carrier will call the number provided advising of delivery and if no answer will leave a message. OPS can provide notification of a delivery but does not guarantee appointments or delivery times. If a dealer provides delivery location hours MUST be noted on the PO and also MUST be noted on the Pack/Shipping tab of the Sales Order. If any product is returned or has to be redelivered it will be at the cost of the dealer.
- LIFT GATE DELIVERY – MUST BE QUOTED AND APPROVED Before order is entered. Shipping will provide an estimated cost for the lift gate; OPS will ship the order to the closest HUB and then the HUB will deliver the product on a lift gate. This could delay the delivery by a day or two as the product will have to be received by the HUB and then scheduled for delivery.
- AFTER HOURS DELIVERY \$100.00 NET PER TRUCK, - MUST BE APPROVED 7 DAYS PRIOR TO SHIPMENT - MUST add header fee and note (standard hours are Mon – Fri 8am / 5 pm)

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- DETENTION FEES-
 - \$75.00 PER HOUR when order is less than 12 pallets starting at 1.5 hours
 - \$75.00 PER HOUR when order is over 12 pallets starting at 3 hours
 - IF ORDER IS DELAYED MORE THAN 3 HOURS A LAYOVER FEE OF \$300 IS CHARGED
- RUSH FEE = PRODUCTION APPROVAL REQUIRED 5% Of total NET product cost / minimum \$25.00 net= add header fee and note
- TIMED DELIVERY = \$100.00 NET PER TRUCK, - MUST BE APPROVED BY SHIPPING MGR 7 DAYS PRIOR TO SHIPMENT - MUST HAVE COMPLETED TIME DELIVERY FROM SIGNED BY DEALER AND SHIPPING MGR.
- POWER POLES = All power poles being shipped as a standalone item will need to be cut in half to ship fed ex ground with customers approval. Standard freight cost applies. If the customer does not want to cut the pole in half and keep it 12' length, you must ask the shipping manager when it can ship since LTL carriers will not take this oversized item by itself any longer, it will have to ship on a dedicated truck. If shipping w/ systems you do NOT need to ask the question, shipping will take care of the load from there.
- STORAGE - Any order that is not shipped within 30 days of original scheduled ship date will be subject to a storage fee of 5% of the net value of the order per month.

TIMED/SCHEDULED DELIVERY POLICY:

- In order to accommodate our business partners' needs and provide superior service OPS, LLC announces our delivery appointment policy.
- This policy has two objectives: have product on site when required and avoid additional financial liability for all parties.
- We will make every effort to deliver a truckload (\$50,000.00 NET SALE or APPROVED) to the address provided with the following restrictions:
- WE CHARGE A \$100 NET, PER TRUCK FOR A DELIVERY APPOINTMENT & APPROVED FORM MUST BE SIGNED BY CUSTOMER AND OPS SHIPPING MANAGER
- We require a two hour time window to accommodate factors out of our control-(traffic or other road conditions).
- Inclement weather will increase this window and we will advise for this situation on a case-by-case basis.
- We will not accept financial responsibility for late deliveries or circumstances beyond our control other than as stated on our Appointment Contract. WE WILL WAIVE THE \$100 APPOINTMENT FEE IF WE ARE LATE.
- We require a cell phone contact of a responsible party who will be available after regular working hours so we may notify them of issues affecting the delivery. We will notify you of issues by two hours before the scheduled appointment.
- We will provide an after-hours contact from OPS, LLC.

WE WILL CALL YOU 48 HOURS BEFORE THE DELIVERY TO CONFIRM ADDRESSES, CONTACT INFORMATION AND SCHEDULED DELIVERY TIMES.

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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.

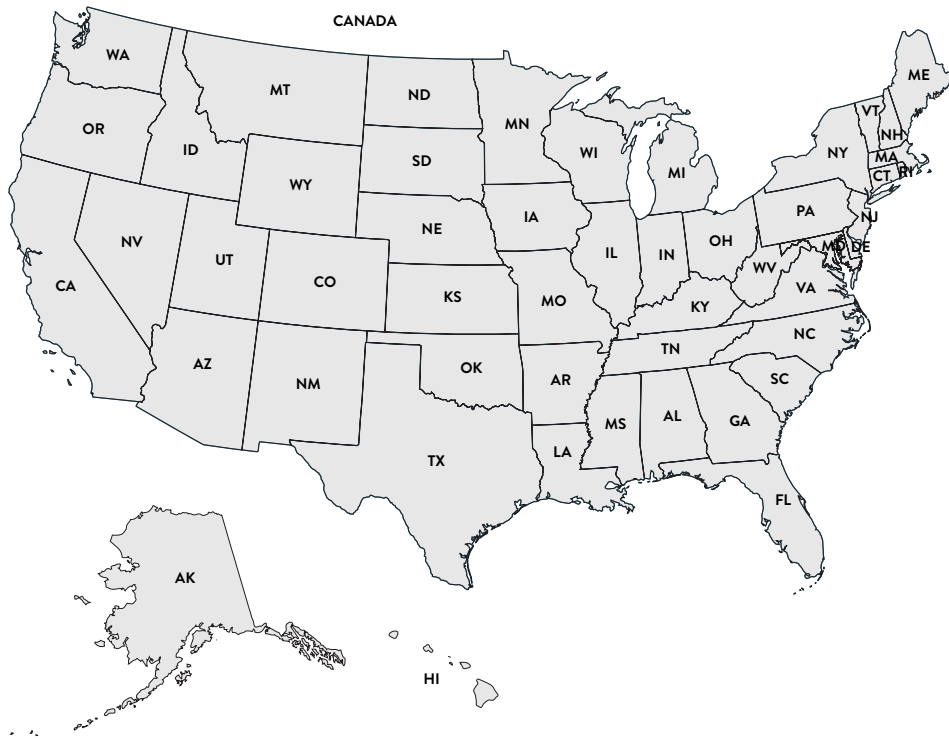
Customer Pick Up

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

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SALES DIRECTOR

Jay Bryson

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jbryson@openplan.com

SALES MANAGER

Doug Williams

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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

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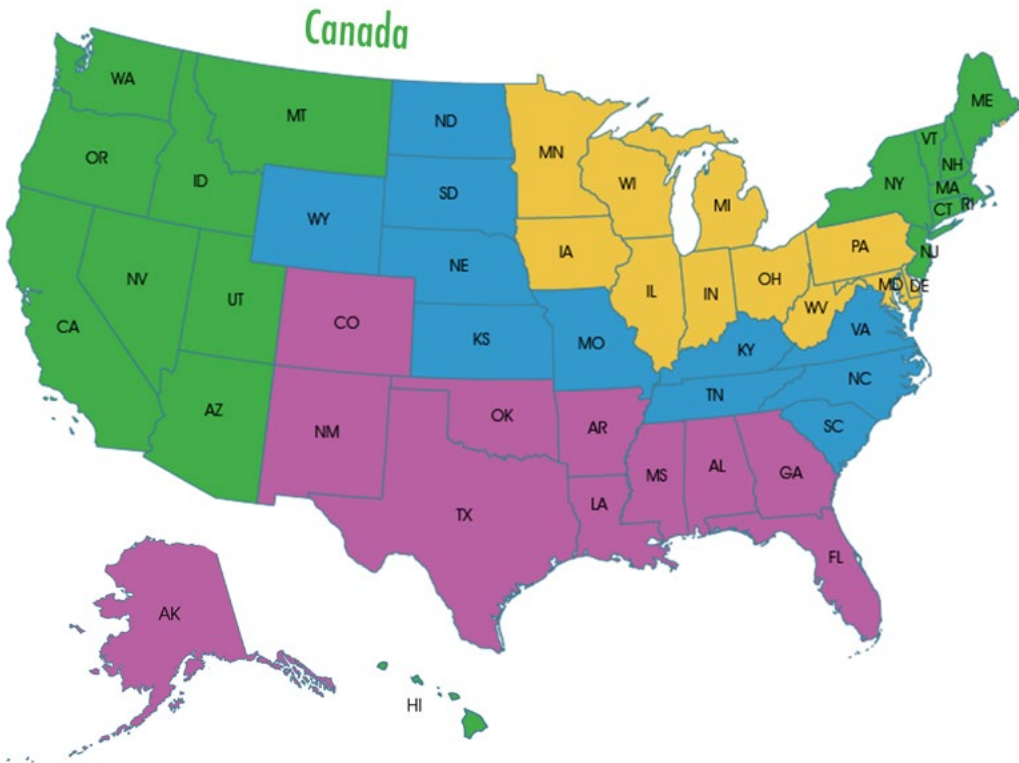
OK, TX

THE GINGER GRANT GROUP

214.217.2992
showroom@gingergrant.com

Customer Service Representatives

By State



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
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Territory 4

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