

Non-Standard Finishes

Overview

If you calculate the number of combinations of stains, paints, base coats, glazes, burnishes, physical techniques and topcoat sheens that are possible across the 10 different wood species that we currently offer, you'll find that our collection of coatings allows for thousands of unique finishes. Because it wouldn't be feasible to maintain physical color standards for each possible finish combination, we have created our Non-Standard Finish program to allow you to take advantage of finishes which might meet your client's needs, but which otherwise might be chosen rarely, if ever.

A Non-Standard Finish might be as simple as combining a stain with a wood specie that aren't offered together as a standard finish. Or it might be a combination of a basecoat and glaze that aren't a standard combination.

For you, the dealer, the only real difference between standard and non-standard finishes is that we ask you to purchase a sample that will be cut in half. One half will be sent to you for your client's consideration. The other half will remain with us, to be used as a physical finish standard so that we have a clear understanding of what your client is looking for. For stained finishes, the sample will be a door sample of the exact door style, wood specie and finish combination being considered by your client. For painted and base coated finishes, a generic drawer front in the proper wood specie is all that will be necessary.

How To Determine if a Finish is Standard or Non-Standard

While the finish tables on the prior pages distinguish between Standard and Non-Standard finishes, the easiest method may be to look in Smart Pricing.

- 1.) In the ROOMS tab of Smart Pricing, start by choosing your desired wood specie.
- 2.) Next, scroll down to FINISH COMBOS. Choose STANDARD FINISHES
- 3.) Begin selecting your desired finishes. If the program allows you to choose your desired combination, then you have chosen a Standard Finish. If the program does not allow you to choose your desired combination, you have chosen a Non-Standard finish.

How To Order a Non-Standard Finish

- 1.) If you are ordering a Non-Standard finish that includes a stain, find the SAMPLE ORDER FORM - NON-STANDARD STAIN COMBINATION found on page R-50.
- 2.) If you are ordering a Non-Standard finish that includes a paint or base coat, find the SAMPLE ORDER FORM - NON-STANDARD PAINT/BASE COAT COMBINATION found on page R-51.
- 3.) Complete the form, then take a picture of the form or scan it and send it to Customer Service.
- 4.) When the sample arrives, if you approve of it, sign the rear of the sample.
- 5.) Take a picture of the rear of the sample and send it to Customer Service, noting your approval of the color.
- 6.) When placing the order for the job in Smart Pricing, under ROOM PARAMETERS, go to FINISH COLOR. Choose NonSTD StainApprove for a stained finish or NonSTD PaintApprove for a painted or base coated finish.
- 7.) When prompted, key in the non-standard finish number on the back of the sample.
- 8.) So that your pricing will be accurate, fill out the FINISH OPTION and FINISH SHEEN sections of Smart Pricing.
- 9.) Proceed with your order as normal and transmit it when ready.



SAMPLE ORDER FORM - NON STANDARD STAIN COMBINATION

By submitting this form, I am placing an order for a door sample cut into two halves with Non-Standard combination of stain/wood specie. I understand that one half of the sample will be sent to me and the other half will remain at the factory, to be used as a control sample. I acknowledge that the charge for this sample and the 2nd day air shipping charge applies regardless of whether or not I and/or the customer approve of the sample, and that a normal degree of color variation will be acceptable.

Dealer Name: _____ Date: _____

Name of Salesperson (please print): _____

Customer #: _____ Purchase Order #/Name: _____

Door Style: _____ Wood Specie: _____

Stain Color _____

Please circle your choices of techniques below (if any): **No upcharge for Design Elements, 10% upcharge for Essentials*

Phys Distress (5%) Edgewear (5%)

Oyster Glaze (0 or 10%)* Chocolate Glaze (0% or 10%)* Chocolate Burnish (0% or 10%)*

Mocha Glaze (0% or 10%)* Mocha Burnish (0% or 10%)* Black Glaze (0 or 10%)*

Mocha Burnish (0% or 10%)*

Please Circle One: High Sheen Topcoat Low Sheen Topcoat

Please be certain to order the exact door style, wood specie and finish combination that you are planning on using for the above-referenced job. A non-standard color number will be assigned to the sample provided to you. When ordering the job, that color number will only be valid if the exact door style, wood specie and finish combination are ordered.