



[www.FloorsByPhoenix.com](http://www.FloorsByPhoenix.com)

March 2009

**Subject: Current Policies and Procedures**

Dear Valued Customer;

As Phoenix continues to grow as a national distribution company we are constantly seeking ways to improve our customer service and relationships. Below is a summary of the most current policies and procedures that have been implemented in order to accomplish this.

**Hours of Operation:**

- **Ontario** *Customer Service:* 8:00am to 7:00pm EDT; *Warehouse:* 8:00am to 5:00pm EDT
- **Western Canada** *Customer Service:* 7:30am to 4:00pm PDT; *British Columbia Warehouse:* 7:30am to 4:30pm PDT

**Customer Service Contact Information:**

- Ontario & Western Canada:
  - Tel: 416-745-4200, 1-800-268-8108, or 1-888-864-4462
  - Fax: 416-745-4211 or 1-877-893-4680
  - Email: [csrs@floorsbyphoenix.com](mailto:csrs@floorsbyphoenix.com)

**Material Pickups / Shipping:**

- All customers MUST have a P.O. or Reference Number in order to pick up material.
- All customers picking up MUST do so at the rear of our building at the designated pick up area; for health and safety purposes, no customer is to enter the warehouse without a Phoenix staff escort.
- All customers should provide a specific time and date as to when they will be picking up material. However, if a time is NOT provided in advance please note the following:
  - At least 2 hours notice must be given for unscheduled pickups.
  - There is a 2-4 hour waiting time for unscheduled C.O.D. walk-ins.
  - There is a 2:00pm cut off time for same day pickups.
- Please allow for 2-3 days for Matting orders that require cuts and/or nosing.
- There is a 1:00pm cut off time for Shipping Orders expected to leave our warehouse the same day.

**Material Returns:**

- All material being returned MUST have been approved for return by the issue of an RMA number to you.
- All material MUST be returned within 30 days of the return order date and must have a copy of the RMA or the RMA reference number included or noted on the return paperwork.
- Any material arriving without an RMA number will be refused.

**Sample Requests:**

- All sample requests, if possible should be made through contacting your local Phoenix Sales Representative.
- Requests can also be made by emailing [samples@floorsbyphoenix.com](mailto:samples@floorsbyphoenix.com); due to high volumes please allow for a response time of up to 48 hours.

Thank you for taking the time to read our policies and procedures! Should you have any questions about the above material, please do not hesitate to contact us. We look forward to serving you!