



Dealer Portal FAQ's

July 2018

General

Who is our primary representative or point of contact?

Your sales representative can be found on the Dealer Portal home page.

How do we get in touch with our sales representative?

We recommend emailing sales@ecr4kids.com for the fastest processing of your requests or questions.

Will we be listed as a Dealer on your website?

Your company name and website will be featured on the item's "where to buy" page if you have purchased that item in the last 180 days.

What information do you need for this?

The information we include is what we have in our system. If for some reason this is incorrect, please contact marketing@ecr4kids.com.

Order Entry

How are orders placed: online, email or fax?

Orders are accepted via our online Dealer Portal, Electronic Data Interchange (EDI), and File Transfer Protocol (FTP); we do not accept orders via fax. To place orders using the Dealer Portal, sign in to the secure platform and build your orders using the shopping cart. To be set-up via EDI or FTP, please contact sales@ecr4kids.com.

How do we confirm the order was received?

To confirm order receipt, please review your Daily Status Report (DSR) or visit the [orders/invoices](#) section of the online Dealer Portal. Orders will process same day if received by noon PST.

How long does it usually take from when the order is submitted for the product to ship (or be ready to ship)?

Orders typically process within 5 business days when products are in stock; extended lead times apply during back to school season. For large orders or for products that are made to order, standard processing time is up to 10-15 business days, depending on product. For fastest service, enter your orders using the online Dealer Portal.

Can we consolidate multiple orders into one shipment?

No, orders are processed and shipped separately. Freight quotes for PP&A shipments will apply to a single purchase order and cannot be divided between multiple orders.

What is your cancellation policy?

If your order is cancelled after the product has been prepared for shipment, a 20% restocking fee applies along with any incurred shipping and handling fees.

Do you give backorder notices?

If we are out of stock of an item found on your order, a new expected ship date will populate on your DSR in addition to Dealer Portal. Estimated Ship Dates "ESD" are based on inbound shipments and subject to change.



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How can we check order status?

Review your DSR or visit the Dealer Portal.

Do you send discontinuation notices?

If an item is discontinued, it will likely be done prior to a new fiscal year. Please review your price list for this years discontinued items. If your order contains an item that has been discontinued, you will receive notice from our order processing desk to review alternatives.

Are you able to email regular inventory updates for availability?

You can always check inventory levels using the shopping cart feature on the Dealer Portal. Simply add your desired item and quantity to the shopping cart and our system will verify if it is currently in stock. If you would like to be set up to receive an inventory feed, please contact sales@ecr4kids.com

Can we download this information from somewhere?

Inventory cannot be downloaded. Please note, inventory is not guaranteed unless an order has been placed in our system.

How often are these inventory feeds sent?

You can choose to receive inventory feeds daily, weekly, or monthly.

Freight

What shipping options do you offer?

We offer a variety of shipping options to accommodate you and your customer's needs.

- Pre-Paid & Add: The easiest and most convenient method is our pre-paid & add (PP&A) freight program. You will benefit from ECR4Kids' discounted freight rates with our house carriers and applicable freight charges will be added to your product invoice.
- Pick-up: Available for all customers when order value is greater than \$1000. Pick-up location is based on item home location.
- 3rd Party: If you choose to ship on a 3rd party account, we will be happy to accommodate your request. Freight should be calculated based on the product's home location. No subsidies will be provided for product that ships cross-country. Please note, if you are utilizing the 3rd Party option, ship windows may be extended based on your carrier's requirements or availability for load tender.

What carriers do you use?

We work with a variety of carriers with whom we have negotiated preferred rates.

Can you provide a list of which items ship LTL/Freight and which ship Parcel carriers?

You can find this information in the [ECR4Kids New Items Product Directory](#) on the [resources](#) page. Filter by "Ship Method" in the Product Directory or "Export Catalog" to view Ship Method in an Excel format. You can also review our catalog. All items ship Parcel unless notated with a truck symbol. If you need additional assistance, please contact sales@ecr4kids.com

Do you drop ship to the customer?



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All ECR4Kids products are available for drop ship when in stock.

Can items be shipped on your account or do we have to use ours?

You can absolutely utilize our account for shipping; in fact, it is traditionally more cost effective and allows for faster order processing.

Are shipping costs listed separately on your price sheet or included in the Dealer cost?

Shipping costs are not included on our price sheet. They are determined at the time of purchase as a separate line item. Freight quotes are available to you 24 hours a day on our Dealer Portal when choosing our PP&A program www.ecr4kids.com/dealerportal. Add your items to the shopping cart and select freight quote. Freight quotes are valid for 30 days.

If you arrange the shipping, are there separate handling or processing fees?

There are no additional handling fees. If additional services are required at time of delivery, or if additional charges are incurred, we will bill you via separate invoice.

How are we notified when the order ships?

You will be notified nightly on your DSR if your order shipped; it will move to shipped status and include the tracking number. In addition, you can always check the order status on the Dealer Portal.

If you are shipping, what locations (including zip code) do you ship from?

Items ship from their home location. These zip codes are listed on your price list or once an item has been added to your shopping cart on the Dealer Portal. Item home location is subject to change.

Returns

What is your return policy if the product is not damaged?

- Returns are not accepted for a custom SKU and direct import orders, or if the product has been used, assembled, repackaged into a new shipping carton, or arrives damaged. If the product was sold in a case pack, returns are only accepted in the same manner.
- Drop ship customers who are not entirely satisfied with the quality and workmanship of their purchase may return the unused item(s) in the original packaging and must be received in a resalable condition within 30 days of the original purchase for a full refund. A full refund excludes the cost of shipping and handling and the Dealer is responsible for return freight.
- ECR4Kids does not accept returned merchandise from stocking Dealers but will warranty the distributed product according to the prevailing ECR4Kids Warranty Policy.
- The ECR4Kids' Warranty Policy does not cover product color variations when products are ordered at different times or on different purchase orders. Items that are designated and sold as "close-out" or "discontinued" do not qualify for the standard return policy.

Do you have a restocking fee and if so, how does this work?

Returns due to buyer's remorse or unsuccessful delivery will be charged a 20% restocking fee. Goods must be returned unused and in the original packaging. Upon receipt of the return, the merchandise will be inspected and credit will be determined at that time. Return Merchandise Authorizations expire 60 days from issue date and cannot be reissued.



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Who should we contact if a return authorization is needed?

Customers must request a *Return Merchandise Authorization* in writing from ecrcs@ecr4kids.com within the first 30 days of purchase.

If product arrives damaged or incomplete how is this handled?

If the product was shipped via 3rd Party, please contact your carrier to file a freight claim. If you utilized our PP&A freight program, please contact customer service at ecrcs@ecr4kids.com and we will file a freight claim on your behalf. Damage or shortage must be reported within (4) calendar days of delivery. Visible damage and product shortage must be noted on delivery receipt. Failure to do so may affect our ability to file a freight claim on your behalf, and potentially inhibit our ability to process full credit/replacement for lost/damaged merchandise. Please retain the original packaging for carrier review.

If product arrives and is defective, how is this handled?

ECR4Kids stands behind our product. Please contact customer service at ecrcs@ecr4kids.com

Do you require pictures for parts or replacement on damaged or defective product?

Yes, we typically request that pictures of damaged or defective products be submitted. This is handled on a case by case basis. In addition, we may require batch ID information.

If hardware is missing, who should we contact?

Please provide a detailed account of missing parts along with the batch ID information to Customer Service at ecrcs@ecr4kids.com.

Is there a separate way for customers to request replacement parts?

Replacement requests may also be submitted via the online Dealer Portal by clicking the [replacement request](#) tab.

Pricing

Do you have UPC Codes for your Products?

If you require UPC or ITF codes for our products, your Sales Representative will be able to provide that for you.

Do we have MAP pricing?

No, dealers are free to retail products as necessary.

Products

Is there special pricing for buying the set over the individual pieces?

Yes, typically there is a discount for purchasing a set compared to individual items.

What are Product Directories?

ECR4Kids Product Directories come from our product information management system, also known as a PIM. This product information management system allows us to streamline how we share product information, content, imagery, and more, with our dealers. Visit the [resources](#) section of the Dealer



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Portal to access directories. Additional information on how to navigate and use directories can also be found in Resources under General, [ECR4Kids Product Directory Guide for Dealers](#).

How do we find out about all available color options by item?

Refer to the Product Directories for complete product specs and all available color options.

How do we know which items must be purchased in case pack quantity?

There is a case pack quantity listed on the website, Dealer Portal, Product Directories, and price list.

Can the case pack quantity be broken for any item(s)?

We do not offer broken cartons for most items, with the exception of school stack chairs. All items must ship in the provided case pack quantity. For school stack chairs a \$20 broken carton fee per SKU will apply.