



Moen® Express Direct™

Order it today. Get it tomorrow.

In a world of instant gratification, it's nice to know that even personalized service can come quickly. Now, your products will ship on the same day if you place your order by 2 PM EST (with free ground shipping) or by 4 PM EST (with air shipping). Simply phone, fax or email your order to your Customer Service Team for quick and attentive service.

No Stock? No Problem!

All Moen faucets, tub and shower products, sinks, bath accessories and lighting, along with CFG and Commercial products, are included in our Moen Express Direct™ program. Moen Express Direct guarantees same-day shipping for all orders with available inventory.

What You Need to Know

- A flat fee of \$24.95 is applied to Moen Wholesale, CFG and Moen Commercial orders for up to 4 units.*
- A flat fee of \$9.95 is applied to each Moen Bath Accessory order for up to 4 units.*
- Customers are responsible for freight charges with no charge for ground shipping.
- See Terms and Conditions on reverse for more details.

Call, Fax or Click

- Call in orders to your Customer Service Team.
- Fax your Moen Wholesale, Commercial and CFG orders to **1-800-848-6636** and your Moen Bath Accessory orders to **1-888-379-2720**.
- E-mail your Moen Wholesale, Commercial and CFG orders to MoenCustomerServiceWholesaleUS@moen.com and your Moen Bath Accessory orders to MoenCustomerServiceUS@moen.com.
- Track your order online at customernet.moen.com.

Try It for Yourself!

Moen Express Direct™ launches on **September 1, 2014**. If you have any additional questions, contact your local Moen Sales Team or Customer Service Team.



*To order Moen Wholesale or Commercial products, a \$24.95 Order Processing Fee for up to 4 units will be charged plus any associated freight charges. CFG products will be processed on a separate order with a \$24.95 Order Processing Fee for up to 4 units plus any associated freight charges. Moen Bath Accessory products will be processed on a separate order with a \$9.95 Order Processing Fee for up to 4 units plus any associated freight charges. See the Moen Express Direct™ Terms and Conditions for complete details.



Moen® Express Direct™ Terms and Conditions

Moen Express Direct™ Quick Ship offers same-day shipment™ on all Moen Wholesale, CFG, Moen Bath Accessory and Moen Commercial products to our Moen customers on net-available inventory with the following shipping options: ground, next-day air, 2nd day air and 3rd day air. Moen Retail products are not included. All standard Moen Brand Terms and Conditions apply.

Pricing:

- Standard customer pricing applies.

Fees:

- For Moen Wholesale and Moen Commercial products, an Order Processing Fee of \$24.95 covers up to four units; both products can be placed on the same order.
- CFG products will be processed on a separate order; this Order Processing Fee is \$24.95 for up to 4 units.
- Moen Bath Accessory products will be processed on a separate order; this Order Processing Fee is \$9.95 for up to 4 units.
- Orders with 5+ units will be assessed another Order Processing Fee for every 5th unit.

Shipping:

- Customer pays actual freight charge, as applicable. No charge for ground shipping.

Order Placement:

- Orders must be placed through the Customer Service Team by phone, email or fax. Platinum-Level Showrooms of Distinction™ can place orders through the Showroom Concierge.

Disclaimers:

- If order is not received by 2 PM EST for ground or 4 PM EST for air, it will be processed as a Moen Express Direct™ order the following business day. Customer will pay actual freight charge, as applicable. No charge for ground shipping.
- Moen Express Direct™ only applies to net-available inventory. Net-available inventory is Moen inventory on hand not allocated to existing customer orders.
- Program limited to shipping addresses within the Continental U.S. only (excludes AK and HI).
- Due to Moen multiple points of origin, orders may arrive in multiple shipments.
- Shipping costs calculated based on Moen preferred carrier. Moen is not liable for delivery errors as a result of carriers, incorrect address requested, delivery rejection, acts of God, natural disasters and/or other elements outside the scope of Moen's direct control.

Material Returns:

- Products may be returned only upon Seller's approval and issuance of a return authorization. Returns will be credited based on net price paid less fee.

Shortages:

- Claims for shortages must be made by Buyer within 10 days of its receipt of shipment. Seller will not be responsible for any claim for shortage not reported within that period.

Cancellations:

- Moen Express Direct™ orders are processed immediately from time of receipt of order and cannot be modified and/or canceled.

Drop Ships:

Moen allows drop shipments to an alternative shipping location with the following exceptions:

- No drop shipments to P.O. Box.
- No drop shipments to addresses that are valid Sold To Accounts.



Buy it for looks. Buy it for life.®