

How To Contact Us

800-633-8886

toll free number

800-643-9907

toll free fax

412-782-2220

local number*

412-782-1192

local fax*

These numbers give you 24 hour access 7 days a week. Our fax machine is always on and ready to receive your message. You can place an order, fax a question, send a silly drawing - anything. Hopefully an order!

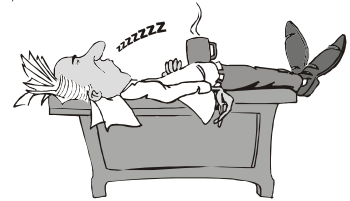
***When using LeWinter Moulding as a credit reference, please use our local phone and fax numbers.**

AFTER HOURS

When you call us **after** normal business hours (**M-TH 8:30-5:00, F 8:30-3:30**) our automated system will receive your call. You will be led through a simple menu in order to leave a message with the appropriate party.

When you place an order, please leave a detailed message with your name, customer number, shipping instructions and order. Please **SPEAK SLOOOOOOWLY**.

During business hours you will get a real live person (or at least mostly alive).



EXTENSIONS

Telephone Extensions					
Fran Lakatos	711	Printer Room	719	David Fair	737
Jennifer Tuite	712	Gina Burns	720	Purchasing	744
Cynthia Allen	713	Jill Warywoda	727	Tech Assistance	745
Cindy McGinn	714	Andre Sidney	728	Accts/Pay*	746
Jay LeWinter	715	Shop	729	Sales	747
Michael Schurko	716	Warehouse	730	Rob Payne*	752
Todd Williams	717	Mark Greaser	734	Mark Wasserman*	753
Marc LeWinter	718	Showroom (Mike H.)	736	* Voice Mail Only	

Please call or stop in. Let our experience help you market your products. If you would like a sales person to call, please let us know. They are more than willing to help you. Please let us know your special needs.

- Technical Assistance: ext. 745.
- Rob Payne: (PA, WV, MD, S.E. OH Rep) voice mail-ext 752.
- Marc LeWinter: (Sales Manager) ext 718
- Mark Wasserman: (OH, N.W. PA Rep) voice mail-ext 753.

@ e-mails @

In addition, you may reach us by e-mail.

- Jay LeWinter: jay@lewintermoulding.com
- Marc LeWinter: marc@lewintermoulding.com
- Michael Schurko: mds@lewintermoulding.com

Ordering Information

HOW TO PLACE YOUR ORDER

These guidelines will help to insure that your orders are filled promptly and accurately. You may phone, fax, or mail your order in.

All phone orders will be read back to you for verification. If the order is read back to you we will not be responsible for an error in communication. If you decline a "read back" it will be noted on your order. For your benefit please allow us to "read back" your order. This also gives our order takers a chance to say something besides "uh-huh", "ok" and "next".

Please order using the exact item number - complete with every dash, space, letter, etc. Believe it or not, our computer cannot tell the difference between 99454 and 99-454. See catalog page for exact numbers. Using item numbers helps us to get you exactly what you want.

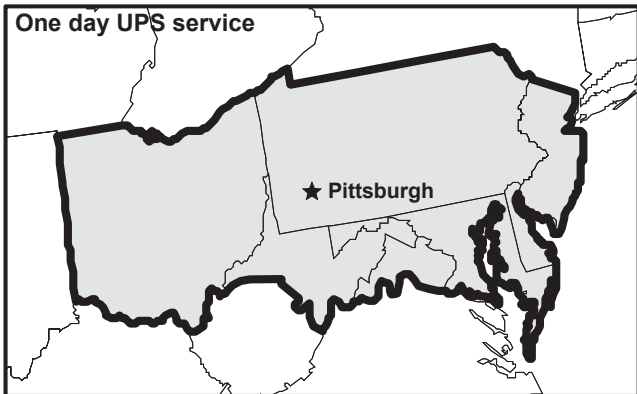
Please do not specify color names on matboard. Only numbers and B for Bainbridge, C for Crescent and 3- before Tru Vue matboard are needed.

HOW SHOULD WE PROCESS YOUR ORDER?

Please mention pick-up, delivery, UPS, truck, etc. We have UPS customers that pick-up and vice versa. If you are picking-up please call your order in and specify day and time.

We can ship anywhere! Please specify your favorite carrier.

- Pick-Up** In order to serve you promptly & efficiently we ask that all orders be phoned or faxed in prior to pick-up. (See Scheduling chart).
- Delivery** Delivery to many areas (approximately a 150 mile radius - see below) via our truck is available. **To arrange for delivery, contact Marc LeWinter at ext. 718.**
- Shipping** Orders can be shipped by UPS or by common carrier (FOB warehouse). Please specify your favorite carrier. (See UPS map on page A-7)




SCHEDULING

	Pick-Up	Delivery	Truck	UPS
Chop	4 Hours	24 Hours*	24 Hours	Same day*
Length Mldg	2 Hours	24 Hours*	24 Hours	Same day*
Joined	72 Hours ¹	72 Hours ¹	72 Hours ¹	72 Hours ¹
Other Items	2 Hours	24 Hours*	24 Hours	Same day*

¹Example: Order any time on Monday, joined frame will be ready any time on Thursday.

*Order by 2:00 P.M.

DELIVERY/UPS NOTICE GUIDELINES

1. **Order Deadline**
Please place your main order by 2:00 P.M. the day before your delivery or for same day UPS shipment. 
2. **Delivery Add-Ons** (Will be entered as new orders)
Add-Ons for 5 or less items will be accepted over the phone until 5:00 P.M. Monday through Thursday, Friday until 3:30. If your add-on is more than 5 items, you will be asked which 5 items you prefer and the balance will be processed for a your next delivery day or can be shipped UPS. Please specify your preference. If you do not specify, we will deliver.
3. **Fax & Voice Mail Orders/Add-Ons: After hours**
After hours orders/add-ons of 5 or less items faxed or left on our voice mail before 7:00 PM (Fridays before 5:00 PM) will be processed for delivery the following day. (After hour chop orders/add-ons - see #4)

Orders/add-ons placed after 7:00 PM (Fridays after 5:00 PM) **will not** be delivered the following day. We will process your orders/add-on for your subsequent delivery day or ship it UPS. Please specify which you prefer. If you do not specify, we will deliver on your subsequent delivery day.
4. **Chop Orders/Add-Ons - After Hours**
Orders for chops that are placed after regular business hours **WILL NOT** be processed for next day delivery. Chops will be sent to you on your subsequent delivery day or shipped UPS. Please specify which you prefer. If you do not specify, we will deliver on your subsequent delivery day.

In order to promptly process your orders every order creates a separate invoice. Consolidate your orders for fewer invoices.

Our delivery service is a prearranged route system. For delivery information please contact Marc LeWinter at ext. 718.