



Interior Designer Program Overview 2024

Application Process:

Please complete the **New Interior Designer Account Application** form and submit to your sales representative with 3 out of the 4 of the following:

- Tax ID*
- Valid membership to a major design organization (ASID, IDS, AIGA, IIDA, AIA, NKBA, CID)
- Interior design degree from an accredited university
- Photos of completed design projects (via publication, operational website, or Facebook page)

*Please also include a Resale Certificate for all applicable states, if available.

Program Minimums:

- We require a \$3000 opening order minimum.
- Matouk requires a minimum of \$5000 per year to maintain an account.

Designer Pricing:

30% off Suggested Retail Pricing

Tools:

- As an optional tool, we offer our Interior Designer Tool Kit** for \$600.00 (a \$1500 value. Details below.) The purchase of the kit can be included in your opening order.
- If initial opening order is \$10,000+, we're happy to offer you the Designer Tool Kit at no additional cost.

**Designer Tool Kit includes:

TOOLS

Matouk Book
(both Retail & Designer books)
Matouk Tape Book
Matouk Thread Book
QSM Swatch Book

BATH SWATCH RINGS

Milagro
Cairo

DOWN

All Season Comforter Swatch Kit
(Liberio, Montreux, Valletto, Chalet)

SHEETING QUALITIES

Alba
Ansonia
Bergamo
Lowell
Nocturne
MSCFI Schumacher Sheeting & Duvets
Sheeting Qualities

Matouk Interior Designer Application



Company Information

BUSINESS NAME

ADDRESS

CITY

STATE

ZIP

PHONE

EMAIL (primary)

EMAIL (invoices)

DATE INCORPORATED (BUSINESS START DATE)

FEDERAL TAX ID

Principals

NAME

TITLE

NAME

TITLE

Program Criteria:

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NAME

SIGNATURE

DATE

Customer Service:

Phone: 508-742-1500

Email: customerservice@matouk.com

Hours of Operation: Monday – Friday, 8:00 am – 9:00 pm (EST)

Placing Orders and Delivery Information:

- To place an order, log in to your NuOrder account or email orders@matouk.com
- Orders placed through orders@matouk.com will receive an emailed Sales Order Acknowledgement to the address on file within 48 hours of receipt.
- All stock orders received are assumed to be confirmed and cannot be changed or altered once entered into our system (usually within 24 hrs.).
- Unless specified, all orders will be part shipped as product becomes available.

Stock Orders:

- To check product availability prior to placing your order, please visit www.nuorder.com and log into your account.
- In-stock merchandise usually ships within 2-3 business days.
- If you require a specific in-house delivery date, please contact Customer Service.
- If you need expedited delivery, (ie FedEx Overnight), please make sure to note this clearly on the order or select expedited delivery in NuOrder.

Custom/Special Orders:

- Custom orders are considered final sale and may not be canceled for any reason once the order is in production.
- Lead times for custom products are noted on the corresponding page in the Matouk Book.
- Requests to expedite custom orders must be approved by Customer Service prior to order placement.
- All monogram orders must be submitted with a Matouk Monogram Spec Sheet or Quick Ship Monogram Form (See Retailer Tools in NuOrder or contact your Sales Rep or Customer Service).
- Matouk does not accept COM (Customer's Own Material) orders under any circumstances. This includes orders for threads, tapes, etc. Matouk also will not accept for alteration any Matouk product that has been washed or used.

Fees:

- Any order under \$100 will be assessed a \$5.00 minimum order fee.
 - Drop ship orders under \$250 will be assessed a \$5.00 handling fee.
 - Drop ship orders under \$100 will be assessed both of the above-noted fees
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Payment Terms and Invoicing Policies:

General Guidelines:

- First-time customers must pay for their initial order with a credit card. Customers may then apply for credit terms by filling out a Credit Application, subject to approval.
 - If a check is returned for insufficient funds, the account may be charged a return check fee.
 - Matouk requires a minimum of \$5000 per year to maintain an account.
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Credit Card Accounts:

- Matouk reserves the right to charge a \$15 fee if the credit card on file comes up declined or invalid. The customer will be notified via email, and will have 2 business days to contact us with a valid card.
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Net 30 Accounts:

- Payment must be received on or before 30 days after the date of invoice. The date of the invoice is the same date your shipment leaves our Fall River, MA facility.
- A 3% processing fee will be charged if paying with a credit card.
- If an account is 15 days past due (45 days from date of invoice), Matouk reserves the right to put the account on Credit Hold. No orders will be put into production or shipped and all custom orders will be stopped until the issue is resolved with Accounts Receivable. Customers will be notified when they are placed on Credit Hold.

Inspection of Merchandise:

- Please inspect all merchandise upon receipt, and notify Matouk within 14 days of any defects or errors. No returns will be accepted on merchandise that has been laundered or altered by anyone other than Matouk.

Return of Merchandise:

- If a return is needed, please reach out to Customer Service for assistance.
- Merchandise may not be returned under any circumstance unless a Return Merchandise Authorization (RMA) has been issued by Customer Service within 14 days of invoice. **A copy of the RMA must be included with any return, and merchandise may be returned only to:**

John Matouk & Co., Inc.
925 Airport Rd.
Fall River, MA 02720
Attn: Return Department

- Merchandise returns will be accepted for the following:
 - **Incorrect Stock Merchandise:** If Matouk ships an incorrect stocked item to a customer, the merchandise may be returned at no cost to the customer. Matouk will provide a FedEx shipping label with the RMA.
 - **Stock Merchandise:** The customer can return merchandise at his or her own expense within 14 days of invoice. The lesser of a 15% re-stocking fee or a charge of \$25 will apply. Merchandise must be in original packaging and resaleable. The customer is responsible for the freight charges on the original invoice.
- **Custom Merchandise:** Matouk will not accept returns of properly fulfilled and produced custom merchandise under any circumstances. Custom merchandise may not be returned based on a delivery date unless the in-house date was specified on the order, and was confirmed by Customer Service.
- **Questions of Quality or Performance:** Our goal is to exceed quality and performance expectations for all products that we produce. If a customer questions product quality or performance, he or she may request an RMA to return the product to Matouk for inspection at his or her own expense. If a defect is confirmed on a custom-made product, Matouk will have the right to repair the item within 5 business days. If a defect is confirmed on a stock product, the customer may decide whether to take a credit for the returned product, or request a replacement. In either case, Matouk will reimburse the customer for return shipping.

Pricing:

- Current pricing is reflected in the 2024 Designer Matouk Book.
- Purchase orders without prices are subject to the current prevailing price upon receipt. Pricing for custom sizes should be confirmed in advance through Customer Service.

Sales Tax:

- Matouk is required by law to collect sales tax for most states as required by sales and use tax laws of the particular state. Additional states will be added as required by the state's sales and use tax laws and regulations. A list of current states where Matouk collects sales tax is available upon request.
- Sales tax will be calculated by using the tax rate in the destination zip code and applying it to the value of the order as required by individual state laws.
- Please provide a valid sales tax exemption certificate(s) (or the state required form) or multi-jurisdiction form for each state(s) in which your account is exempt from sales tax. Sales tax credits may only be issued retroactively from the last period that a sales tax return was filed for the state.