

Policies, Procedures & Information

YOUR ACCOUNT-CREDIT TERMS & POLICIES

1. Designer Wholesale Workroom sells to qualified Designers and Window Retailers. All accounts are required to complete a credit application, which is subject to review for approval and extensions of terms.
2. Orders will be shipped C.O.D. or charged to your credit card until a DWW credit rating is established. Each order is subject to review of your account for approval.
3. Designers Wholesale Workroom open account terms are NET 15, Date of invoice. A finance charge of 1 ½% per month will be added to all past due invoices.
4. Master Card and Visa may be used for your C.O.D. orders or account payments. Your credit card numbers are confidentially kept on file for your convenience. **Please do not put your credit card number or expiration date on your order.** Please call all credit card information into our A/R Dept.
5. A deposit of up to 50% or more may be required on some orders before they are released into production.
6. Designer Wholesale Workroom reserves the right to review and/or withdraw terms as deemed necessary.

PLACING A CUSTOM ORDER, CONFIRMATIONS & ACKNOWLEDGE

1. Phone, Fax, Mail or E-mail your custom order:
Phone: 239-434-7633
800-454-3467
Fax: 239-434-6956
E-Mail: Sales@designerwholesale.biz
Mail: 1035 Industrial Blvd.
Naples, Fl. 34104
2. Designer Wholesale provides order forms for your mail or fax orders. Specific product order forms are printed in each section to be copied as needed. Order forms can also be downloaded from our web site.
3. All orders must be accompanied by a Purchase Order or a DWW Estimate, signed, dated and purchase order #.
4. Designer Wholesale Workroom charges for all measures on a separate invoice, and bills on the measure date. Any order with incomplete information will be delayed at input.
5. Once an order is placed a confirmation will be mailed, faxed, or E-mailed for your review. Your order will be produced to those confirmed specifications unless you notify us of any discrepancies immediately.
6. First orders from new accounts and orders over \$3000, require the confirmation be faxed and signed off by the customer as being accurate. Changes to orders on accounts with written specifications also require signed confirmations.

CHANGES AND CANCELLATIONS

1. Changes made to a product are subject to the guidelines below. Some changes will affect the cost of the product. You will be charged for the changed product as ordered.
2. Once all fabric and any other items required for production are received at our workroom, your order will be placed on the production schedule.
3. Changes may be made, or an order may be cancelled, without penalty if fabrication has not been started.
4. Cancellation will incur charges once fabrication has begun. Charges will be based on what stage of the fabrication.
5. Changes requested on an order in production may not be possible.

MEASUREMENTS & SPECIFICATIONS

1. Designer Wholesale Workroom custom products are made to your specifications.
2. To prevent delays in processing your order all-ordering information is listed in our Reference Book.
3. Some products will require a template or drawing for accuracy.
4. Many creatively design products are a combination of existing DWW styles. If you cannot combine styles to produce your design, a drawing may be required to determine if it can be built and at what cost.
5. **Not all fabrics are suitable for all products.** Please refer to the helpful hints section. The Designer is responsible for fabric and style design choices, not DWW.

DESIGNERS OWN MATERIAL

1. Place your order BEFORE shipping your fabric, so that we can advise you the yardage required. If less than required yardage is received, your order cannot be processed.
2. Designers fabric should be sent directly to our work room:
Designers Wholesale Workroom
1035 Industrial Blvd.
Naples, Fl. 34104
3. Fabric must be clearly marked to identify your account name, number and DWW reference number.
4. DWW inspects all fabric when received. In the event of flawed fabric, you will be advised to contact your vendor for replacement.
5. DWW is not responsible for excess C.O.M or fabric storage. Remaining yardage of one yard or more may be returned to you after completion of product, upon request.
6. All material will be held for 30 days, after installation. After 30 days all fabric will be disposed of. Designers can request excess be delivered with install or pick up at workroom.
7. Production scraps or balances fewer than one yard will not be returned.

RETURNS & REWORKS

1. Designer Wholesale Workroom Custom Made products are custom made to order and cannot be returned for any reason except fabrication defect or input error.
2. Claims must be made within 30 days of installation.
3. Contact DWW immediately to determine the correct course of action for corrections.
4. If it is determined that the problem was due to DWW's error, we will repair or remake and deliver that item. DWW reserves the right to determine how the correction will be made. Replacement products will be made only to original specifications.
5. DWW Custom products that have been modified by another workroom or seamstress are no longer warranted by Designer Wholesale Workroom.
6. Remakes or reworks will be prioritized into our workroom production schedule.
7. Remakes or reworks due to Customer error will incur labor charges.

HELPFUL HINTS

SHEERS

Dyelots on sheer fabrics are tricky. Colors will deepen and intensify when the fabric is Shirred or Pleated. In a color critical situation, we strongly suggest ordering a swatch with reserve for your approval. The swatch will be large enough to hand gather together in order to determine the true color.

SILKS

Variations in dyelots, flaws, slubs, and shading within the same piece, as well as between different pieces are considered part of the natural beauty of silk. This may not be acceptable to all clients. We recommend that you choose interlining on all silk window treatments.

LACES AND OPEN WEAVES

Because of the variable weave of laces and open weaves or casements, these fabrics may not hold an exact shape. Most will stretch at uneven hems. In a length-critical application, we suggest that you price accordingly for possibility of re-hemming after installation.

CRINKLED SHEERS

Due to the uneven surface caused by random crush on these fabrics, products made of crinkle sheers will not finish with a crisp look. The crinkles may also relax slightly due to weight and time, creating uneven hems. This product works beautifully for soft, casual treatments.

PLAIDS

Both woven and printed plaids have a tendency to run biased (not square) and may appear bowed. Custom treatments with straight edges (ex: cornices) can be a challenge. Consider railroading the fabric to minimize the impact, when possible.

TEXTILE FIBERS AND THEIR PROPERTIES

COTTON

Drapability: Excellent hang

Sun resistance: Excellent, does not sun rot

Sagging: Does not stretch, except when wet

Resiliency: Poor. Packs easily, wrinkles easily

Very absorbent, burns.

SILK

Drapability: good hang

Sun resistance: Poor, rots in short time, lining helps

Sagging: Strong does not sag

Resiliency: Good, does not pack bad

DYNEL

Drapability: Excellent

Sun resistance: Good to excellent

Sagging: Excellent compared to rayon or acetate

Resiliency: Very good, does not pack wrinkle free

LINEN

Drapability: Good hang but not as good as cotton

Sun resistance: Excellent, does not sun rot

Sagging: Strong does not stretch

Resiliency: Poor, packs badly, does wrinkle

POLYESTER

Drapability: Excellent hang

Sun resistance: Excellent

Sagging: Excellent, does not stretch or shrink

Resiliency: Good to excellent, does not pack,
wrinkle free

LOOK AND PERFORMANCE

DRAPERY LININGS

Linings add substantially to the luxurious appearance necessary for good window treatments, and also provide a fuller pleated look for maintaining a soft drapable hand.

The lined – look provides uniformity to the exterior appearance of a home while allowing a broad choice of textures, weaves, colors, and patterns for the interior.

The combination of sunlight and air pollution will eventually take its toll on all colors. There is no such thing as an absolutely colorfast material or dye. Some colors, however will show fading more dramatically than others. Bright colors tend to show fading more than subdued tones, and solids before prints.

Linings help draperies last longer. They afford some protection against sun and fading. They also protect the drapes from water stains – either from condensation on the inside of the window or from a sudden shower.

Insulated linings contribute to energy conservation, keeping homes cooler in summer and warmer in winter.