



10405 Chapel Hill Road  
Morrisville, NC 27560-8710  
919-380-3400  
Fax 919-380-3401

## **Customer Commitment**

As our customer, you should come to expect only the highest level of service from Professional Builders Supply. Our goal is to be the most dependable, efficient and professional supplier of quality building materials in the Triangle market. To that end, this serves to document our commitment to you:

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**Credit Returns and Pick Ups – Within 2 Business Days** – all credit returns will be removed from your job within 2 business days of the day they are called in to our office or your sales representative. For example, a return called in on Monday will be removed from your job site by the end of the day on Wednesday. Your account will be credited within 3 days.

**Invoicing/Billing Accuracy** – we go to painstaking lengths including two separate review processes to ensure prompt, accurate and easy to read invoicing. Should you have questions or identify any discrepancy, the problem will be resolved and your account adjusted within 48 hours of notification.

**“Fill In” Orders – 4 Hour Turnaround** - any “fill in” order of stock material (in our inventory) will be delivered within 4 hours of the time the order is placed without exception. An order must be received by 12:00 noon for same day delivery.

**Full Package Orders – Next Day Delivery** – full package orders will be shipped no later than the end of the business day following the day the order was placed.

**Stock Interior Door Orders – 2 Days** – complete packages of in stock interior doors (currently 6 panel, textured with brass or satin nickel hinges) will be cased with any in stock casing pattern and shipped within 2 business days of the day the order is received.

**Interior Trim/Interior Door Deliveries** – all interior trim will be delivered on a trim rack in the garage unless conditions warrant otherwise. All interior doors will be delivered and stacked by hand in the largest room of the house.

**Service and Warranty Requests – 48 Hour Response** – all service and warranty related requests will be addressed promptly and you will be contacted with a plan of action within 48 hours. Follow up phone calls and status updates will be placed every Monday, as necessary, until the service work has been completed.

**Courteous and Professional Delivery Personnel** – our delivery personnel will be professional and courteous at all times. Every delivery will incorporate a personal business card from the driver and shipping documents will be placed in a clearly visible position on the material delivered.

**Customer Pick Up’s – Prompt Attention** – we recognize that time is of the essence when you visit our facility to pick up or return material. You will be recognized and served immediately until your transaction is complete.

**Quotations and Bids – 48 Hour Turnaround** – all quotations and bids not requiring a detailed take off will be completed and returned within a maximum of 48 hours. Quotations and bids requiring a detailed take off will be completed and returned within 4 business days of the day the request is received.

**Telephones Answered Professionally and Promptly** – our telephones will be answered within two rings in person between the hours of 7 a.m. and 4 p.m. You will not be transferred into a voicemail system unless you are informed in advance.

**Telephone Calls Returned Promptly** – all telephone calls will be returned in a timely manner unless an assistant or voicemail message gives you specific details to the contrary (i.e. out of town, vacation, etc.). Any calls received prior to 3 p.m. will be returned by the end of the day in which they are received. Calls after 3 p.m. will be returned no later than noon of the following day.

**On The Job Sales Representation** – a major component of our business model is sales representatives who frequent your jobsite. At a minimum, you should expect your sales representative to visit each of your active job sites (where Professional Builders Supply is involved) at least once per week.

**Timely Communication** – if for any reason, your delivery will be delayed, an item is backordered or damaged or an unforeseen problem occurs, you will be notified by your sales representative immediately.

**Sense of Urgency** – due to the nature of our business, mistakes will occur from time to time. Furthermore, in many situations, our ability to serve you is dictated almost exclusively by our vendors. In these situations, we will demonstrate an unequalled sense of urgency and persistence in resolving the problem and fulfilling your needs.

**Professionalism** – our name was selected for a reason. It is our goal and our expectation that any person representing our company, whether it be the truck driver delivering to your job site or the inside sales person answering the phone, conduct themselves with the utmost courtesy, concern for your business and professionalism.

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The above is a minimum level of service that you, as our customer, should come to expect. This is not designed to be a goal, something we will attain in the future or an occasional target. It is a way of life for us. It is reality and it is happening today. Every employee who works for our company has committed to this level of service in writing. **If you see an exception to this commitment, no matter how insignificant it may seem or no matter who may be at fault, I would greatly appreciate you calling me personally at 380-3400.** While we understand that mistakes can and will happen, given the checks and balances inherent in our systems, any deviation is unacceptable and I can assure you that I will follow up in a timely manner and rectify the problem. Most importantly, I need your feedback.

You are our lifeblood and without you we cannot survive. Thank you for the opportunity you have afforded us. We hope to continue earning your business and your respect in the future!

Van Isley  
President, Owner  
January 2005

***...it's about the service!!!***