

NOW Accelerated Response

HPFi can ship many of our products in less than fifteen (15) business days after the credit-approved order is entered. Products selected for the NOW Accelerated Response program are noted by the NOW symbol. Occasionally, due to seasonal demand or holiday schedules, lead times may be adjusted. To verify lead time, contact your Customer Service Representative.

Finishes & Options

CASEGOODS: Finish and pull options are designated for each applicable casegood product.

SEATING: Seating products available for NOW lead time are only in the selections listed in the NOW Accelerated Response Upholsteries catalog and on the HPFi web site. All other graded-in upholstery are available at standard lead times.

Products ordered with installed options will only be available in standard lead time.

Order Tags

Orders must be clearly marked with NOW and include only those items identified as being available through the NOW program. HPFi will make every effort to ship all credit-approved NOW orders in less than fifteen (15) business days from the date that a complete order is entered with all required details and is credit approved.

Order Quantities

The maximum order size for NOW program is 8 pieces of any item (per dealer, per day) and \$30,000 list regardless of the number of items. Orders for the same item(s) cannot be ordered consecutively in the same week without prior approval from HPFi. Should your product needs exceed these maximums, please contact your Customer Service Representative for manufacturing time. HPFi reserves the right to limit quantities based on material availability.

Changes / Cancellations

CASEGOODS: Contact Customer Service to verify whether a change or cancellation can be made on a casegood products order. If a change is made, the cycle of the number of business days for NOW items begins anew from the date the change was made. No cancellations are allowed once an order ships. HPFi is not responsible for any loss of sale or contract resulting from failure to ship in less than fifteen (15) business days.

SEATING: Due to the breadth of upholstery and finishes available, seating items cannot be changed or cancelled once the NOW order has been entered.

Upholsteries

The list of NOW upholstery available is on the HPFi web site.

Correspondence

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