

Custom Rug - FAQs

FAQs:

- What do I do if I have questions while placing the Order?
 - Call the 1-844-448-5678 number on the [Custom Rug Worksheet](#) and the vendor will help walk you through the process. *(The Custom Rug Worksheet can be found on the Specialty Page Under D23 Process)*

- What if I the Customer wants a rug that is an unusual shape or size?
 - Call the 1-844-448-5678 number on the Custom Rug Worksheet and the vendor will help walk you through the process

- What if the Customer wants remnants left over from their carpet installation bound?
 - Any remnants from an onsite carpet installation must continue to be bound by either the local installer or local binder if available.
 - In almost all cases, shipping the remnants to the rug binding company would cost more than ordering new carpet for the rugs.

- How do I find the binding pricing?
 - All pricing is in the install SKU #1001199642

- Can we order installed and bound carpet at the same time?
 - Yes. The Special order lines would need to be separate so that the right product can be associated to the right install SKU

- Can roll bar carpet be bound?
 - This program is for Special Orders only; utilize the S/O SKU associated with that in-stock product to set up the Custom Rug Order.
 - If the Customer wants the stock product selection, it can be ordered as a special order



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- What is the average lead time for the finished rug to arrive at the Customer's home?
 - Around 2 weeks in total. Manufacturing and binding takes an average of 10 business days plus shipping from Dalton, GA to the Customer's location.

- How is the bound carpet delivered to the customer?
 - Fed Ex, UPS if less than 12 feet, by box truck if larger than 12 feet (Seko)

- Are there retail minimums?
 - The spec has the information in ESVS and be sure to meet the retail minimums

- What is the warranty on the bound carpets?
 - 1 year warranty on Custom Rugs

- Do I have to manually fill out and save the Custom Rug Worksheet?
 - No, the Custom Rug Worksheet is not a requirement, it is a guide to help you and the Customer through the process to place the order correctly. You do not have to fill out the form completely or create a Customer Project Folder to file the form in.

- Where do I get more of the Custom Rug Worksheets?
 - Tear pads are available to order on ePOP (D2315628-04)
 - The Custom Rug Worksheet can be found on the Specialty Page at the below path:
 - [myApron > myDepartments > Specialty & Services > Specialty Departments > D23/59 Process > 23: Custom Rug Worksheet](#)



Custom Rug – Damaged Rug

FAQs:

- If customer refuses delivery as a result of freight damage?
 - SEKO will email the COS of denied delivery, provide a claims form and return the rug to the local store. The store should fill out the claim form and email or fax the form to SEKO. The rug may be disposed of once the claim has been resolved.
- If customer accepts delivery and later identifies damage?
 - The customer should return the rug to the local store. The store should take images of damage, fill out the claim form and email or fax the form to SEKO. The rug may be disposed of once the claim has been resolved.
- If product is damaged and it is not due to freight/shipment?
 - The store must file a claim with Nance including images of damage and the PO number.
- If a replacement PO is created, you must link the new PO to the original PO within ESVS and email Nance of new PO number(s).

	SEKO	NANCE
PHONE:	1-800-622-1975	1-844-448-5678
EMAIL:	sekoclaims@sekologistics.com	hdsupport@nancecarpet.com
WEBSITE:	http://www.myseko.com/Public/NewClaim.aspx http://hdd.myseko.com/Login.aspx	http://www.makearug.com/Calc.aspx



Custom Rug – SEKO Claim Process

File a claim:

- Fill out the claim form
 - <http://www.myseko.com/Public/NewClaim.aspx>
- Dollar amounts should be cost, not retail.
- Provide the PO/invoice or screen shot invoice to substantiate for each cost on the claim.
- Freight charges are not recoverable.
- E-mail claim form, PO/invoices and any other documentation (ex. pictures, shipping documents, etc.) to claims@sekologistics.com (preferred) or fax to 630-919-4827.

Important to Note:

- The cargo claims process takes approximately 60 days.
- If your claim is paid, it will be by check to the SSC.
 - If store receives the check, please send via the inter-office Freight Claims Dept - B10.
- The Freight Claim Status Report is located on MyApron and allows the stores to track claim statuses. It is updated every Monday before COB.
- If your claim is declined, a letter will be mailed to the attention of whomever filed the claim.
- If you do not provide an invoice/screen shot substantiating the cost of your claim, it will be declined until the documentation is provided.

