



## Contact Us

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## Service

csccommunications@moeshome.com  
1-800-967-9942

## On the Web

jaykaysales.ca

moeshomecollection.com

## Get Social

 jay.kay.sales

 jaykaysales.ca

# Welcome to Moe's Home

For over twenty years Moe's Home Collection, a family-owned business located in Vancouver, has focused on better design for better living. Grounded in quality and everyday functionality, Moe's focuses on the positive impact their products can have on well-being.

## General Information

- Inventory and pricing can be found by visiting [www.moeshomecollection.com](http://www.moeshomecollection.com) and logging into your account
- Ensure that you are logging into the correct site: The wholesale website is [moeshomecollection.com](http://moeshomecollection.com). The consumer facing site is [moeshome.com](http://moeshome.com). There is no "add to cart" function on the [moeshome.com](http://moeshome.com) site nor is there any sales or promotions published with the exception of clearance items. MAP pricing is published here
- Some items on the site are sold as sets of two and are marked as such on their product pages. These items come in one carton and cannot be sold individually. The price set for these items is a total price for two items
- Fabric swatches are available for many items and can be ordered by logging into your account. Fabric sample books are available for purchase. Please ask us if you require them. We do not have wood samples at this time
- Moe's Home Collection has an extensive asset library. Please ask us if you need assistance in acquiring photography and videography for your social media channels
- Canadian customers who pick up from our Delta warehouse may continue to order from both the Kent, WA and Delta. Orders will be consolidated

## Opening Order Requirements

Canadian opening order requirements:

- Volume Dealer: \$12000 with an annual commitment of \$30000+
- Stocking Dealer: \$2000 with no annual commitment
- Designers: there is no opening order requirement

United States opening order requirements:

- Volume Dealer: \$15000 with an annual commitment of \$40000+
- Stocking Dealer: \$1500 with no annual commitment
- Designers: there is no opening order requirement

## How to Order

- Orders can be placed by logging into your online account or by contacting your rep. Do not email orders to customer service
- All other correspondence relating to existing orders can be dealt with by contacting [csccommunications@moeshome.com](mailto:csccommunications@moeshome.com). Many questions about eta's and tracking, etc. can be found by logging in to your account
- Once an order is confirmed, the processing time for in-stock items is 5-10 business days
- Transit time is dependent on the location of your commercial address or commercial receiver address



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## Freight - General Information

### AVAILABLE TO SHIP POLICY:

- Please note that items available in your orders within the next 7 days will be consolidated and fulfilled together
- Likewise, the availability of future items and orders will be consolidated and ship as they become available within 7-day timeframes
- Moe's Home Collection has a 30-day Available Stock Order Policy for Shippable Goods upon request

## Freight Program - Canada

### Commercial LTL Shipments (\$1000 order)

British Columbia	10%   Minimum \$125
Vancouver Island	20%   Minimum \$200
Alberta, Saskatchewan, Manitoba	13%   Minimum \$130
Yukon	No guaranteed freight

### Small Parcel Shipments

All provinces	15%   Minimum \$50
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### Residential Deliveries

Residential LTL delivery is available for an additional \$250. Small parcel residential, lift gate and delivery appointment request has no additional charges. We do not offer white glove delivery.

## Freight Program - United States

### Commercial LTL Shipments (\$750 order)

All continental US states	13%   Minimum \$100
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### Small Parcel Shipments

All continental US states	15%   Minimum \$50
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### Residential Deliveries

Residential LTL delivery is available for an additional \$250. Small parcel residential, lift gate and delivery appointment request has no additional charges. We do not offer white glove delivery.

## Claims & Resolutions

- All claims must be completed within your dealer portal
- Log in to your account
- Click on Account Dashboard on the top right-hand side. Scroll down on the left-hand side menu and click on "Claims"
- Click on "Report an Issue or Claim" on the top right-hand corner
- Select which invoice on which you would like to start a Claim
- Claims are typically responded to within two to three business days