

Policies & Procedures

Orders

Legend requires all orders be entered via Legend’s Electronic Ordering System.
 No changes are allowed after order submission.

Job Completion

Legend offers a faster method to receive certain items to complete a job.

- No changes are allowed on JCO orders once submitted.
- Additional cost: 15% rush surcharge applies.
- Shipping charges will vary based on item and delivery location.
- Maximum number of items: 5 items. Orders submitted with more than 5 items will be returned for correction.
- Lead Time: JCO’s will be ready to ship in 7-10 business days via parcel or next available truck.

JCO maximum quantity per item type but not to exceed 5 items in total:

<i>Item</i>	<i>Description</i>	<i>Quantity</i>	<i>Shipping</i>
Cabinets	All cabinets, pull out fillers, hoods & blowers	2	Truck
Large Panels	Panels 48” or larger in either direction	2	Truck
Small Panels	Panels under 48” in either direction	5	Parcel
Deco Panels	Face Frame & Door, Door End Kits	4	Truck/Parcel
Doors & Fronts	All size doors & drawer fronts	5	Truck/Parcel
Accessories	Moldings, Accents, Accessories, and Parts	5	Parcel

*Freight Forwarder deliveries are contracted directly by the dealer

Parcel

- JCO items noted as Parcel can ship direct to showroom
- Above listed Parcel items; \$30 net flat rate shipping fee per order when shipped to the dealer
- Below listed “Off the Shelf” Parcel items; \$15 net flat rate shipping fee per order when shipped to the dealer.
- No charge to an approved freight forwarder

Off the Shelf Parcel orders that exceed a quantity of 5 items per order result in \$30 Flat rate fee, unless noted.

<i>Item</i>	<i>Item</i>
3” Filler up to 42” Tall (Max 2 per order)	Mounting Brackets & blocks for drawers & Roll-Out Trays
Touch-up Kit & 12-pack Aerosol Touch-up	Drawer Box Front attachment kits
Quart – Stain or Paint (Max 1 per order)	False Front Brackets
Hinge Shims & Hinge Restrictor Clips	Drawer Front Mounting Screws
Shelf Clips	Soft Close Hinges
Bumpers	Color Chip Set (Max 1 per order)

Truck

- JCO items noted as Truck must ship to approved freight forwarders unless account is approved for direct ship
- Freight Forwarder accounts
 - No charge to approved freight forwarder
 - Must select Freight Forwarder address to avoid \$300 minimum shipping fee
- Direct Ship Accounts
 - \$300 net flat rate if JCO ships alone
 - No Charge if JCO ships with combined orders of \$2500 or more.
 - Shipping charges are applied to submitted orders and removed at point of payment if applicable

Truck/Parcel

- JCO items noted for both will ship based on size
 - Items 48” tall or taller will ship via Truck guidelines
 - Items less than 48” will ship via Parcel guidelines