



Retail Price Guide 2021

Cordless Fast Faux

Updated May 1st

<u>Customer Service Policies</u>	1-2
Horizontal Blinds	
▪ Fast Faux	3
Warranty for Fast Faux	4



How to place an order

For your convenience, CACO provides you with the option of placing orders by either telephone, email or fax (if placed by fax, CACO will provide order forms at no additional cost; customers must request forms). Orders placed after 3:00 pm EST will be forwarded to the next business day.

Telephone orders

CACO Customer Service Representatives are available between the hours of 8:30 am and 5:00 pm Eastern Standard time at 1-800-552-5278. Any order placed by phone requires a signed order confirmation returned to customer service by fax or email before proceeding with order. Keep in mind, when phoning in your order, it is important to have the following information available:

- Account number (if known)
- Individuals name that is calling
- P.O. number and/or side mark
- Color or colors
- Type of product ordered
- Measurements (width-first, length-second)
- Inside or outside mount (i.m./i.b or o.m./o.b)
- Control instructions
- Ship to address if different than sold-to
- Special instructions for shipping
- Valance instructions
- Any other special instructions
- Quote number, if order is placed from a previous quote

Fax and Email Orders

Fax orders can be placed any time of day or night including holidays at 1-866-926-5836 or email to customerservice@cacoinc.com. To ensure order accuracy for faxed orders, it is advisable to use the order forms CACO supplies or a comparable form. It is important to note the number of pages of your order, including the cover sheet to ensure that no pages will be missing. For fax or email orders please include all of the same information required for telephone orders. Any omission of pertinent information will only delay your orders manufacturing time.

How to expedite an order

We can often provide a faster ship date for emergency situations, only if this is noted at the time the order is placed. Requested next day and second day shipping will move freight prepaid and will be added to your account at the time of invoicing.

Expedite cost

48-hour rush: \$7.50 per blind 72-hour rush: \$5.00 per blind

NOTE: Rush only applies to discounted orders, not on contract quotes and may not be available during high volume periods. The clock starts running after your order clears credit and enters production.

How to add on or make changes to an order

In the event that you wish to add to your original order, it is possible, as long as the order is still in production. You will be required to submit changes in writing and must be signed by a person of authority indicating the items you wish to add or change. No verbal requests can be made. You will need to refer to the original P.O. number and indicate clearly the additions or changes you're requesting. Note: because add-ons may affect production time, check with customer service for any possible delays.

How to cancel an order

Cancellations or changes require an immediate response and can only take place up until the start of fabrication. You must first identify your P.O. number or side mark and then state the cancellation or change. Cancellations must be faxed or emailed in writing only, phone calls are not permitted. If an order has already been cut, a minimum charge of 50% will apply.

Should you order for the same room at different times?

This is a frequently asked question and should be addressed and explained at the point of sale. Under normal circumstances blinds, shades and verticals should be ordered for the same room at one time to prevent color deviations, as a result of dye and paint color variations from original lot to the other. If additional blinds, shades or verticals are ordered at a later time for the same room there can be a distinct color difference from the existing product to the new product. Also, window coverings that have been previously installed can have shade differentiations from newer products due to the progress of aging.

Questions concerning an order

Once you contact customer service you must have your P.O. number and/or side mark available.

Shipping and Handling Charges

- A \$15 minimum order charge will be added to any order with only one item.
- A \$6 per blind handling fee (except verticals) will be added for all delivery orders up to \$125
- A \$8 per blind handling fee (except verticals) will be added to drop ship orders in lieu of the \$6 per blind fee up to \$165.
- For Vertical Blinds, a \$12 per blind handling fee will be added for all delivery orders up to \$125
- For Vertical Blinds, a \$14 per blind handling fee will be added to drop ship orders in lieu of the \$12 per blind fee up to \$165.
- Any orders with blind over 90" width (including common valances and width or length for verticals) will have an oversized fee of \$85 per blind up to \$170 added to the per blind fee.
- Any orders with a product over 104" (including common valances and width or length for verticals) will ship by LTL carrier F.O.B Johnson City, TN.
- Any order to be delivered by LTL truck to an area considered residential or restricted delivery areas by freight carriers will have an additional fee of \$125. The residential fee can be avoided if you opt to pick up shipment at the freight terminal in lieu of delivery. If you opt for terminal pick up, customer service will need to be informed at the time your order is placed.
- Accessorial LTL Truck delivery charges such as liftgate, inside delivery, re-consignment, re-delivery, etc. will be the responsibility of the receiving party.
- Please note upper limits do not apply to commercial quotes. Due to price breaks given during the commercial quote process, any freight amount listed on quotes are calculated based on actual freight costs.

COD Fees

All COD Fees will be in addition to any per blind handling fees.

- Orders under 90" delivered with UPS Ground standard delivery will incur an additional 3%, plus a \$11.00 charge on all C.O.D. orders.
- Orders over 90" and requiring LTL Truck Deliver will incur an additional \$85 COD fee.

Credit and additional charges

Open accounts are established by submitting a CACO credit application. You will be required to list trade and bank references as well as a current sales tax id number. C.O.D. accounts are also obligated to submit a credit application. Invoices are due within 30 days of the date posted. After 30 days accounts will be charged 1.5% interest per month. CACO reserves the right not to ship to accounts with past due balances.

Payment Policy

Current payment methods accepted are check, emailed or faxed checks for ACH processing, and credit cards (Mastercard, Visa, Discover and American Express. Due to additional credit card fees, effective March 8th, a 2% processing fee will be added to all credit card payments. This fee can be avoided by either mailing checks to our PO Box or to expedite payments send a copy of your check along with our Check by Fax form by email to customerservice@cacoinc.com or fax to (866) 552-5278. Please note CACO will not automatically charge any credit card or process ACH transaction without approval at the time of each transaction.

If you receive product that has been visibly damaged while in transit

Before accepting any shipments, please examine each carton carefully. If shipment shows any signs of mistreatment or damage, i.e., wheel marks, crushed or bent cartons note this on the bill of lading and have the driver sign it and note damage. Should a replacement be necessary, CACO will bill you. Your replacement invoice will enable you to file a claim with the responsible carrier. It is imperative that you count all cartons prior to signing the bill of lading; any shortages must be noted on the bill of lading with the driver's signature.

Shipping discrepancies

If the product received does not agree with your packing slip, contact a CACO customer service representative within 24 hours. Your representative will verify any action needed for a resolution and expedite any necessary replacements.

If you should receive a defective product

Your warranty protects you against defective products (please read your warranty for all information, disclaimers and liabilities). Should you receive a defective product, contact CACO customer service and provide detailed information including your P.O. number. If the product is not sent back for repair, you will be invoiced for a replacement and required to return back the original product to CACO for inspection. Any issue arising past 30 days from receipt of original order will be required to return product for repair.

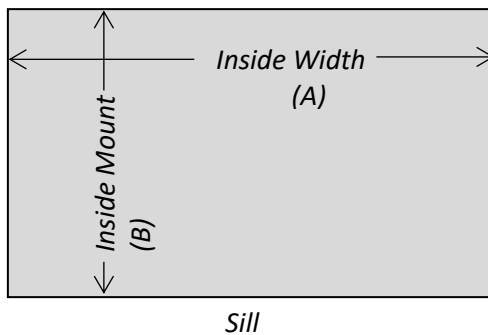
How to Measure

Inside mount

A. Measure the window opening at three different places and use the narrowest dimension when ordering. Be exact! The factory will make the blind slightly narrower, so it won't rub against the window casing. (See A inside mount).

B. Measure the height of the window from the top (soffit) down to the sill. NOTE: The finished blind length may have a tolerance of +1/2" or -1/4". (See B inside mount).

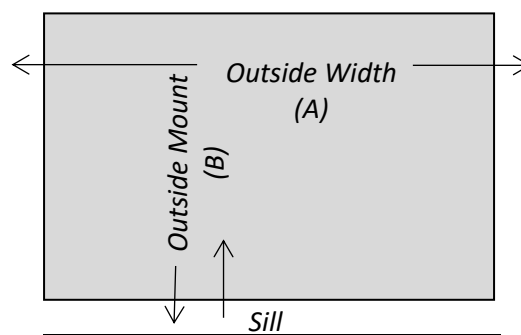
CACO will automatically make a 1/2" deduction in width for measurements submitted as inside mount.



Outside mount

Measure exact width and height of the area to be covered. It is recommended that blinds overlap the window opening by at least 1 1/2" on each side to insure privacy and control sunlight. (See A outside mount). When installation is designed for "no sill," allow the blind to overlap the bottom of the window casing by at least 1 1/2". Blinds will be made to exact measurements given. NOTE: The finished blind length may have a tolerance of +1/2" or -1/4". (See B outside mount).

CACO will not make any deductions for measurements submitted as outside mount.



Cordless Fast Faux

Standard Features

- Available in two styles: Custom or Express
- 2" Steel "low-profile" head rail
- 2" PVC foam standard rectangular bottom rail
- 2" Flat PVC foam 3mm slats (500 hour)
- 3 1/4" Crown PVC foam valance with groove for hidden plastic installation clip
- Single blinds only (no 2 or 3 under one head rail) multiple blinds must be butted together
- Custom returns available
- Easy operating wand tilter
- Braided ladder is 44mm
- Steel box brackets have a hinged face
- Standard controls only -tilt left
- All standard freight policies apply
- Blinds may raise up to 1" when completely lowered
- When blinds are completely raised the stack may drop up to 3"
- 1-Year limited warranty on head rail and components.
- 5 -year limited warranty on valance, slats and bottom rail.

Specification	Custom Cordless Fast Faux	Express Cordless Fast Faux
Customize Width	Yes	Yes
Custom Length	Yes	No
Available Colors	FF02 White & FF03 Antique white	FF02 White only
Minimum Width	18"	18"
Minimum Length	36"	48"
Maximum Width	72"	72"
Maximum Length	72"	72"
Custom Returns	No charge	\$8 retail

2" Custom Cordless Fast Faux

		FF03 Antique White									
		FF02 White									
Width to:		24	28	32	36	42	48	54	60	66	72
Price update 5/1/21	Length to: 48	108	113	117	127	18	161	176	189	202	228
	54	110	116	126	137	151	174	195	207	232	259
	60	114	120	130	148	163	180				
	66	117	127	138	158	176					
	72	123	134	153	166	184	200	217	234	259	292

Options and Surcharges

- Customize width and length
- Custom returns at no charge
- Common valance \$6 per foot retail price

2" Express Cordless Fast Faux

		FF02 White									
Width to:		24	28	32	36	42	48	54	60	66	72
Price update 5/1/21	Length to: 48	97	102	105	114	133	145	158	170	182	205
	54	99	104	113	123	136	157	N/A	N/A	N/A	N/A
	60	103	108	117	133	147	162	176	186	215	243
	66	105	114	124	141	158	N/A	N/A	N/A	N/A	N/A
	72	111	121	138	149	166	183	200	228	258	276

Options and Surcharges

- Customize width only
- Custom returns \$8 retail price
- Common valance \$6 per foot retail price

Cordless Fast Faux Warranty

CACO, Inc. will extend a limited 5-year warranty valance, slats and bottom rail, a limited 1-year warranty on cordless module. Each blind is warranted to be free from defects in materials and workmanship to the original owner and limited to manually operated products only, provided that the blinds were: 1.) Installed in a residential dwelling. 2.) Properly installed in accordance with the installation instructions which accompany each blind to be installed in a window, door or other interior area for which they were intended. 3.) Maintained and cleaned in compliance with the manufacturers recommendations.

Damage resulting from misuse, abuse, exposure to the elements, including but not limited to exposure to salty air, discoloration due to sunlight or passage of time, exposure to humidity, accidents, the use of steam, bleach, or any caustic abrasive, or solvent based cleaners, alterations or normal wear and tear upon the blinds are not covered by this warranty. Cord wear shall be considered as normal wear and tear. Fast Faux blind products are manufactured with PVC foam and contain no lead additives. Variations in grain and texture may appear randomly in slats, valance and bottom rail. Slight variations in color, as well as minimal warping may also occur. These are all natural occurring tendencies when dealing with PVC foam products and are considered acceptable. Returns for the above mentioned reasons are not warranted.

This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall CACO be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee. Some States do not allow the exclusion or limitations of incidental or consequential damages, so this limitation may not apply to you.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state.