



Customer Order Processing Information

Our customers are valued and we want to guide you through our ordering process and some of the steps needed to ensure the ease of delivery for our surface materials. Please understand that it is very important that we have only certified fabricators and installers and general contractors place your order. A provided list of those who are authorized and certified can be found on our website to support this process.

Purchase Order (PO) Form:

- Every order needs a PO form, **no exceptions**. Orders will **not** be taken verbally. This is a must as this will eliminate any confusion on both ends.
- All changes to the original PO need to be made with a new PO and not communicated verbally
- The PO needs to specify color, thickness, finish, and L or R if necessary
- Displays need a \$ PO, and a line drawing. Displays must be installed within 30 days. Displays need to be approved by an Evolv Manager before materials are delivered.
- Please refer to our PO form and display form

Special Consideration Form:

- The Special Consideration Form needs to be signed by the fabricator's client in order for us to release polished material. If this form is not returned signed we cannot release material.
- Please refer to the special consideration form

Payment, Delivery Confirmation:

- Payment must be received prior to delivery. Companies with terms are an exception
- Payment and PO must be received before 12pm the day before the delivery date
- The fabricator has the option to pay by check, credit card, or C.O.D.
- Delivery is set by day and geographic location. We follow the same delivery schedule every week with a few added long distance routes monthly.
- Please do not make promises to customers before confirming what day we go to the area in question and that there is room on the truck.
- Please see attached forms for our delivery days and freight charges.

Deliveries:

- Will call or pick-ups are made Monday – Friday beginning at 8 am and ending at 1:30 pm.
 - Daily deliveries vary based upon destination and are available in the Bay Area, Sacramento, Salinas, San Jose, and Santa Rosa areas
 - LTL or Large Transportation Load destination Alaska, Hawaii, Idaho, Northern California, Oregon, and Washington states
 - Cost of delivery is based upon location
 - Please refer to the delivery schedule

For more information, please contact your local Evolv representative or call us at (415) 767-4600 or email us at info@evolvsurfaces.com.