**Information/Procedures**

In’spie(r) is open to the trade only, Monday – Friday from 9am to 4pm. An active account is required to purchase products. Upon account approval you will have complete access to all of In’spie(r)’s resources. An informative tour of the showroom is also available.

We ask that you sign our guest log, located on the table near the entrance, upon each visit to the showroom. This allows us to get to know you as well as track the usage of the resource center so we can better serve all designers. Your clients are always welcome to the showroom, but we do require that you accompany them. This will ensure they receive consistent information and communication throughout the decision and purchasing process. A presentation room is available for hosting private consultations with your client.

Our space provides you with the ability to work efficiently, with minimal interruptions. For your convenience, free WIFI and workstations are available. Our website provides links to all of our vendors, giving you the ability to search for specific products.

Product is arranged by company and type. If you encounter any difficulty locating a specific item, please ask our staff for assistance. Product sampling not found in-house can be ordered for you. We recognize that your time is valuable; therefore, you may leave all fabric samples on the hooks on the end of the display units. Larger sampling can be left in the basket located at the reception desk.

Retail price lists are available for all products in the showroom, and are located in the bookcase between the computer work stations. A complete list of all vendors and your wholesale discount is included in the designer packet. This list is also available at the reception desk and on the Account log-in area of our website. If you have any questions regarding pricing, please ask for assistance from one of our associates.

Furniture, art, accessories & rug catalogs are located on the shelving at the right side of the reception desk. Please use these as your guide to the many products available from our vendors. Additional catalogs are available for check out or copies of your choices can be made at the printer located on the back counter of the reception desk.

**Sampling**

Any sampling you wish to take from the showroom must be checked-out. Sampling request sheets are located on clipboards at the entrance to the design center, record the needed information for all products of interest. Give the top (white) copy of the completed form to an associate who will gather all memos and samples for you. Out of stock memos/sampling will be ordered from the vendors and mailed directly to your business address. Please return all sampling to In’spie(r) within one week of check out. Timely return of sampling will allow us to maintain our in-house library and insure the availability of needed sampling to all designers.

Place returned samples and memos on the shelves at the entrance to the memo library. Please complete a return slip so we may remove the items from your check out list. Returned products should be grouped together in a bag or with a clip, which are also located on the shelves. If it is necessary to return items after hours, a drop box is located next to the stairwell at the back entrance to In’spie(r). Please mark all items with your company information before leaving them in the drop box.

**Quotes**
To receive a quote when you are outside of the showroom, we ask that you complete a quote request sheet (available in the Account log-in area of our website) and email it to orders@inspiershowroom.com. When needed in less than 24 hours, please call the showroom and alert us that you have sent the request. We will get back to you as soon as time permits depending upon showroom traffic. In addition, always include the side-mark (client’s name) in your communications to ensure tracking integrity.

**Ordering**

When placing a purchase order, please review your information carefully to ensure that all amounts, dimensions and options are identified and correct. Fill out and sign an In’spie(r) purchase order form. This form is available on the Account log-in portion of our website. Your company letterhead may also be used to place a purchase order; however, the details of the purchase, all other pertinent information and your In’spie(r) account number must be clearly stated. Upon receipt of the purchase order an invoice will be generated and sent to you via email or fax. Once received, it is very important that you review this invoice for accuracy. If any corrections are found please bring them to our attention. This is the final review before the order is placed.

Full payment is required before the purchase order will be transferred to the vendor. Preferred forms of payment include cash or check. Credit cards are also accepted via PayPal invoicing. Products can be shipped to In’spie(r) for pick up or can be sent directly to a location you have specified.

**Arranging Delivery of Furniture/Case Goods to Your Client**

In’spie(r) will receive all shipments, unless a receiving company is specified. In either case, freight charges will be invoiced by In’spie(r). Please note, in some cases freight/shipping charges will be invoiced separately from product.

You will also need to select a service to take receipt of your purchases from either In’spie(r) or your chosen receiving company. This White Glove service will deliver your products to your client.Payment for delivery is between you and the service.

**Freight** : the cost of getting your items from the Manufacturer to In’spie(r) or a receiving company.

**Delivery:** the cost of getting your items from the facility to your client’s home.

**Fabrication Services**

Workroom Associates, a full service window treatment workroom, is also located on site and can meet all of your fabrication needs. Our seamstresses have a combined 30 years of experience. Feel free to ask an associate for additional information or a tour of the workroom.

**Thank You!**

In’spie(r) prides itself on outstanding customer service. We are here to aide you in all your design needs. We stand behind the products offered in our showroom and look forward to using our knowledge and experience to help make your design process easier.