



## **Fabricator Window Order Procedures**

- After your customer places an order, contact your Rainier Marine Sales Representative to communicate the size of the order, required lead time, special requirements and an estimated date the patterns will be sent.
- Pattern the windows using lightweight plastic or paper. We recommend Canvex™ available from TriVantage or Pattern XX™ available from Bainbridge.
- Confirm the following information with your customer:
  - a. Number of windows
  - b. Type of window material
  - c. Color of fabric
  - d. Date you need to receive the windows by
- Complete the Rainier Windows Order Form and return via fax or email. Include the ship-to address and a cell phone number in case we need to reach you regarding your order.
  - a. Fax to: (425) 251-5065
  - b. Email to [customerservice@rainier.com](mailto:customerservice@rainier.com)
- Send patterns to:

Rainier Industries  
Attn: Marine Division  
18375 Olympic Ave S  
Tukwila WA 98188
- Patterns may be sent using UPS, Fed-Ex or USPS. We recommend UPS or Fed-Ex so the packages are easier to track.
- Once your patterns arrive they are matched up to the order form and checked for accuracy and consistency. A representative will contact you with any questions or clarifications.
- Standard lead time for fabrication of an order is 8 - 10 business days from the time the patterns are approved. If our schedule allows we will complete your order in less than the standard lead time. There is a 12% surcharge for "RUSH" orders requiring a lead time of less than 5 days. Please call ahead if you have a RUSH order so we can fit you into the schedule.
- When your windows are complete and ready to ship, a representative will contact you to determine payment method for COD accounts and service level. COD accounts are required to pay the balance of the order prior to shipping the product. Window products are typically shipped by air transportation to eliminate excessive handling and possible shipping damage. Typical service levels include: Next Business Day, 2 Business Days or 3 Business Days. Early morning or afternoon delivery also needs to be defined.

### **Shipping Options**

**UPS or Fed Ex:** For shipments that meet the size requirement of less than 165" in length and girth combined, Rainier will prepay the freight and charge the published rate.

**Freight Collect:** Many of our window product packages do not meet the size requirements and are shipped using a common carrier. In this instance your product will ship freight collect using our preferred freight carrier. Someone from your company will need to be available to receive, sign and pay for the shipping when the product arrives.

**Shipping With Your Preferred Carrier:** We will gladly ship your order on your account number using a carrier you have selected. Please provide the information on the order form or to your Marine Representative. Your carrier will invoice you directly once your order ships.

### **Rainier Industries, Ltd**

18375 Olympic Ave S

Tukwila WA 98188

P: 800.869.7162 - F: 425.251.5065