

TACONY



TACONY CORPORATION HOW TO BOOKLET

1760 Gilsinn Lane • Fenton, MO 63026-0730

636.349.3000 | www.Tacony.com | Info@tacony.com

Order online • <http://online.tacony.com>



TRADITION. TRUST. TEAMWORK.

Building Business Relationships That Feel Like Family

Throughout our six decade history, nothing has been more important to us than maintaining our tradition of SERVICE. Today, Tacony Corporation administers the largest inventory with the best selection of items in our industries. In order to do this efficiently, we have invested in state-of-the-art, computer-assisted order processing systems. By taking full advantage of this technology, you benefit from faster orders with greater accuracy. Please help us help you by using the suggestions listed below when placing your order.

IT'S AS EASY AS 1-2-3

1. To place an order, please call our sales specialists toll free.

- Each department is staffed with specialists who are waiting to serve you.
- Fax numbers are available for faster service if you know the items you wish to order.
- Email is faster and free.
- You may also use the web to place an order - <http://online.tacony.com>

2. Identify your store.

- When your call is answered, you can identify your account by using any of the following:
 - Account Number
 - Company Name
 - City, Zip or Phone Number

3. Order by part and item number for accuracy.

- Less errors and misunderstandings occur when you use the item number.
- Each item can be confirmed with you as your order is entered into our computer.

GENERAL HOURS

8:00 a.m. – 5:00 p.m. Central Standard Time

Monday through Friday

CORPORATE OFFICERS

Ken Tacony, CEO
Bill Hinderer, President
Kristin Tacony Humes, Executive Vice President
Steve Day, Sr. Vice President, Commercial Floor Care
Steve Jeffery, Sr. Vice President, Sewing Products
John Kaido, Sr. Vice President, Home Floor Care
Amy Hinderer, General Counsel, Sr. Vice President Administration

SALES DIVISIONS

Amazing Designs and Tacony Sewing Central - Mary Kozuszek
Baby Lock USA - Andy Touchette
Industrial Sewing Machines - Steve Jeffery
International Sales Inquiries - Glen Cedarburg
Koala and Sewing and Craft Club - Ed Moore
Mac Molding - Lance Loeffelman
Nancy's Notions - Mike Schuster
Powr-Flite - Steve Day
Regency Ceiling Fans - Russell Bell
Riccar America - Josh May
Simplicity Vacuum Cleaners - John Kaido
Tornado - Mike Schaffer
Truvox - Gordon McVean
Vac Pros - Bill Violand
CFR - Doug Berjer
CleanMax - Jeff Pease

CORPORATE CUSTOMER SUPPORT SERVICES

Accounting - Mike Brown
Advertising & Public Relations - Mary Polanc
Credit & Customer Service - Lyn Willerton
Consumer Support, Sewing - Cindy Corley
Human Resources - Amy Hinderer
Information Systems - Jim Rich
Mail Services - Korbin Tacony
Research and Development, Commercial Floor Care Equipment - Malcolm Eneas
Research and Development, Vacuums - Doug Blocker
Research and Development, Sewing Machines - Charlie Dupre
Research and Development, Software - Craig Meyer
Vacuum Technical Service, Support and Dealer Support - Donny Humphrey
Sewing Technical Service and Support - Sandy Just
Warehousing and Logistics - Andrew Brown

PEAK PHONE PERIODS

During peak periods of the day, it is possible that our phone lines will be busy. In the event that this occurs, your call will go on hold automatically and be answered by the next available representative. We apologize in advance for any inconvenience this may cause. To avoid these times, try to call during off-peak hours, 8:00-9:00 a.m. and 4:00-5:00 p.m. CST. Phone delays can be avoided by ordering online, by email or fax.

SHIPPING

Tacony Corporation has nine distribution centers across the country. Not all products are stocked in every warehouse, but we will ship your products from the closest warehouse to your location. Our warehouses are strategically located throughout the country for faster delivery.

- Same day shipping is standard for most orders placed before 1:00 p.m. CST with approved credit. Orders placed after 1:00 p.m. will ship the next business day.
- All orders are shipped by the most economical method. Our preferred method is FedEx. In the cases of exceeded size and weight limitations, we will ship via truck. Customers may choose another carrier if they are paying freight.
- A \$4.00 handling fee is applied to all orders except freight free and back orders.
- For pick up orders at any of our warehouses, please allow at least 4 hours after an order is placed. Orders may be picked up between 8:00 a.m. and 4:00 p.m., Monday through Friday.
- Free freight is available. Please check with your sales specialist for order requirements. Some restrictions apply.
- A minimum wholesale order is \$25; orders less than this amount will be charged a \$10 handling fee.

STATEMENTS AND INVOICING

In an effort to reduce costs, we do not send out paper monthly statements. If you would like one emailed to you every month, please contact your Tacony Accounts Receivable Specialist.

Invoices are normally attached to the merchandise that you receive from us. However, we can also email invoices directly to you. This would provide immediate pricing information and the satisfaction of knowing that you are “going green” by conserving natural resources. If you are missing an invoice, please contact your Accounts Receivable Specialist at 800-298-8811, and they will be happy to fax, email, or mail it to you.

CUSTOMER SERVICE

Customer Service Representatives are ready to assist you with questions you may have after a purchase regarding order tracing, claims, returns, or any other adjustments. Our Customer Service Department is available from 8:00 a.m. to 5:00 p.m. CST, Monday through Friday. Please feel free to call us with any questions you may have. We will be happy to assist you!

FOR RETURNS

- Please call Customer Service to obtain a Return Authorization number (RA#). Complete instructions for your return will be given at that time. Merchandise without an RA# will not be accepted.
- Merchandise must be returned in the original packaging to prevent damage and ensure the product will be in saleable condition.
- Tacony does not issue credit on returned goods that are received damaged due to inadequate packaging or with retail pricing attached. Damaged goods are usually disposed of unless a customer decided on a call tag for pickup.
- The original packing slip or invoice number must accompany the merchandise along with the RA#.
- Shortage claims or errors must be reported within 5 days of the receipt of the order.
- Lost or late shipments will be traced for proof of delivery.
- For damaged shipments, please save the box and all packing materials. The carrier needs to be contacted within 10 days to inspect any damaged goods and to issue a freight claim. The merchandise cannot leave your store. If it does, a freight claim cannot be legitimately filed.
- Any shipment errors made by Tacony can be returned within 30 days from the invoice date for full credit, including freight.
- If you have accidentally made an error in ordering, we will be happy to issue credit, less freight and a restocking fee.

The Credit Department is responsible for setting up new accounts, establishing credit terms and limits, monitoring Accounts Receivable, releasing orders from credit hold, cash application, and maintenance of sales tax cards.

NEW CUSTOMERS

Upon receipt of a signed application form, we will check the references that you provide to help determine an appropriate credit limit. Our goal is to process applications within 4 days, but occasionally it may take longer if we don't receive a prompt response from references. In an effort to help you obtain the highest credit limit possible, we may request financial statements or a UCC filing. After your account is set up, you will be assigned an account number to use when you place orders.

TERMS

Standard credit terms are net 30 days with approved credit; however, extended dating may be available based on the size of your order or the sales promotion that is currently being offered. Other terms that are available are C.O.D or Credit Card.

METHODS OF PAYMENT

Tacony Online Bill Pay - www.tacony.com/epay

Check by mail

Credit Card (Visa, Mastercard, & Discover)

ACH/Wire Transfer

Check by Fax

TACONY ONLINE

Tacony Online is a web-based program that will let you review open invoices and credits, track shipments, and schedule payments at your convenience. It is as convenient and easy as online banking from home. Our Help Desk can assist you in account set-up.

CHECK BY FAX

Using the Check by Fax program is as easy as faxing your completed and signed check to the Credit Department (636-203-9061). Your check will be our authorization to process the payment.

CASH APPLICATION

All cash and electronic payments are processed in the Credit Department. For your convenience, our invoices include a tear-off remittance notice that can be sent with your payment to ensure your check is applied correctly.

RELEASING SALES ORDERS

Sales orders can go on credit hold for a number of reasons: the order exceeds your credit limit, an invoice is past due, the length of time since your last purchase, or because Sales is not completely finished with your order. If an order goes on credit hold, it simply means that an Accounts Receivable Specialist will need to review it. If they have questions or need additional information, you will be contacted within a few hours to discuss the order.

SALES TAX

Tacony Corporation has locations in numerous states which allows us to provide you with faster service and lower shipping costs. If we will be shipping merchandise to the states of California, Florida, Illinois, Georgia, Missouri, New Jersey, Texas, Wisconsin, or Washington, we are obligated by state taxing authorities to collect sales tax unless we have a fully completed and signed Sales Tax Exemption/Resale Certificate on file for you. The Sales Tax Exemption form should be faxed to 636-203-9061 or mailed to the attention of the Credit Department. Visit tacony.com to obtain a copy.

Tacony's subsidiaries, Tornado Industries, LLC and Nancy's Notions, LLC, are obligated to collect sales taxes in other jurisdictions. Contact the Credit Department for details.

Your order may arrive on a motor freight truck instead of the familiar FedEx or UPS truck. That's because we use a combination of carriers, including FedEx and UPS, to achieve the best service to your location. If your company is paying the freight charge(s), you have a choice of the shipping method or carrier provided that carrier services the warehouse area(s) your order is shipping from. If Tacony is paying the freight, we will select the best method or carrier for your order. Our preferred corporate carrier is FedEx.

COMMON FREIGHT TERMS

Tailgate delivery

Standard delivery on all shipments, including prepaid orders. Driver is obligated to bring freight to the rear of the truck or to the tailgate only. His responsibility for your freight ends there.

Lift-gate delivery

The driver will lower the freight to the ground and off of his lift-gate. This does not include moving the freight into your building. You **MUST** let your sales rep know that you will need this service when placing your order. We need to specify the request on our bill of lading to the truck line. Not all trucks are fitted with lift-gates and depending on the frequency of deliveries by the carrier into your area, your shipment may be delayed by one to two days. Please keep in mind that extra charges will apply for this service.

Inside Delivery

The driver will take the merchandise directly inside the entrance of your store. He will not bring it to other locations of your building or up any stairs, elevators, etc. If you know that you will need this additional help, let your sales rep. know when placing your order. Please keep in mind that extra charges will apply for this service.

Delivery appointment

The truck line will contact you prior to delivery to set up a date and time for your order to arrive. This can help you ensure that you have ample employees on hand to unload the truck shipment. Please keep in mind that extra charges will apply for this service.

STRAIGHT TRUCK

Depending on your area or logistical constraints of your immediate area, you may need a straight truck to deliver your order. There may be a delay of 1-3 days for straight truck delivery because the truck line may only send out a straight truck every couple of days. If you have a building or area that a tractor trailer would have trouble accessing, let us know ahead of time. If the truck line sends your shipment out on a tractor trailer and decides you needed a straight truck, they will have to redeliver and extra charges may apply. Normally, there is no extra charge for a straight truck if it is requested ahead of time.

RE-DELIVERY

The truck line makes one attempt to deliver your freight. If they are unable to do so, through no fault of theirs, they will return the freight to their warehouse. Your shipment will be rescheduled for a second delivery attempt. Extra charges will apply for a re-delivery.

RESIDENTIAL DELIVERY

If your order is being delivered to a private residence, to a business operating from a private residence or a business that operates on a street that consists primarily of private residences, it will be tagged as a residential delivery.

EXPEDITED DELIVERY

If you are in need of a rushed order, you can elect expedited delivery, includes next day, 2 or 3 day delivery. Additional charges apply and can be 4-5 times higher than normal freight expenses.

EXTRA CHARGES

Tacony ships all orders standard, tailgate delivery including prepaid shipments. If you choose to have your freight delivered with any of the additional services listed above, you are responsible for all charges that are incurred for them. Drivers are not obligated to provide additional unscheduled services, even if other drivers have done so for free in the past.

DAMAGED OR MISSING FREIGHT

When your order arrives, you are responsible for the following:

1. During Delivery Verify Count

Never sign for entire skids, even if the shrink wrap is intact. Make sure you are receiving the number of cartons or items listed on the delivery receipt. We include a piece count on all bills of lading. If any shortage is discovered, note exactly how many cartons are short and if possible, what product is missing on all copies of the delivery receipt. If you sign for the shipment in good order and then discover a shortage, you will be responsible for the loss. We cannot file a freight claim if you did not sign it short. Taking photos of the shortage is also very helpful.

2. Carefully Examine Each Carton For Damage

If carton damage is visible, note this fact on all copies of the delivery receipt and take photos. If it appears that contents inside any carton(s) may possibly be damaged, try to refuse those boxes. Some freight carriers will not allow you to refuse individual cartons only. You can insist that damaged goods be opened at that time, and both you and the driver should make a joint inspection of the contents. Depending on how many boxes are involved, you may want to refuse the whole shipment. Keep in mind that any damaged cartons you accept will need to be held until the claim has been paid. We have no control over how long that may take. Any damages discovered once you examine the contents

should also be noted on all copies of the delivery receipt. Be sure to retain your copy. If in doubt, call Customer Service before the driver leaves.

Be advised - If the merchandise leaves the delivery location, you assume all responsibility. It will not be possible to file a freight claim.

3. Immediately After Delivery Open All Cartons and Inspect

If you discover damage that may have been missed during the initial delivery, you must call the freight carrier immediately and advise them. Concealed damage must be reported within 10 days. We will normally file the freight claim on your behalf; just call us after you report the problem. Taking photos of the damage is helpful in the claim.

*** RETAIN ALL PACKAGING MATERIALS; REPACK BOXES AS RECEIVED ***

4. If Something Prevents You From Counting and/or Inspecting Cartons

In rare cases, you may be unable to count or inspect your shipment until after the driver has left. If this occurs you can sign your delivery receipt "Subject to count and inspection" as opposed to receiving in good order. This allows for any possible future freight claims if needed. Count the cartons as soon as you remove the shrink-wrap. Please notify the carrier and Tacony if the carton counts are not correct.

After delivery

1. Please call Customer Service within 24 hours to report your problem. The carriers normally don't notify us.
2. Replacements for lost or damaged goods will be shipped as soon as possible. We cannot overnight or expedite your replacement shipment without express approval from the selling division. Freight carriers do not reimburse us for replacement freight charges.
3. As each shipment leaves one of our warehouses, we include a packing list for the specific items that should be contained in the box(es). If the contents of your shipment do not match the packing list, you have a discrepancy. Please call Customer Service to report it.

Our goal is that every order shipped by a Tacony Corporation sales division or warehouse will arrive in good order. We are here to help if a problem does occur. For help, call Customer Service at 800-659-5053

SALES ORDERS

Can I cancel a backordered item?

Yes; just call your sales representative for that product. Certain charges apply for special order products.

Do you accept credit cards?

Yes; all divisions accept Mastercard, Visa and Discover. Powr-Flite, Tornado and Nancy's Notions also accept American Express.

Can I order online?

Yes. At this time, any dealer can order online at Tacony.com/online using your account number and password. Most products are available; some are unavailable due to special pricing or restrictions. Simply contact our help desk for assistance in web access.

INVENTORY/PRODUCT

How can I check the availability and/or pricing for a product?

Contact the sales representative for the product or log on to tacony.com/online.

What if a product I receive is defective or needs to be sent back?

The item may be returned. All items must have a Return Authorization number (RA#). Please contact the Customer Service Department to obtain an RA#. A restocking fee will apply to non-defective merchandise.

What if I receive the wrong product or the wrong quantity of product I ordered?

Please call Customer Service right away. We'll be happy to assist you with correcting your shipment.

ACCOUNT INFORMATION

How can I obtain a copy of an invoice and/or credit memo?

This can be requested through your Accounts Receivable Specialist in the Credit Department or online at tacony.com/online.

The pricing on my invoice was wrong.

Please contact the sales division from which you ordered the item.

Will I receive acknowledgement when I place my order?

Yes, you will receive an acknowledgement by email when you set up your account. To add or change your e-mail address, contact an Accounts Receivable Specialist in the Credit Department.

I moved and my account information has changed.

For any account changes, please notify your Accounts Receivable Specialist in our Credit Department to update your customer file.

SALES AND MARKETING BASICS

Can I add on or cancel something on an order placed yesterday or earlier today?

Once an order is confirmed and placed, it automatically prints in one of our warehouses for fulfillment. We process thousands of orders per day. Therefore, unless the order was placed on hold or suspended for some reason, we generally cannot add on or make changes to an order. However, we can enter a new order at any time; separate freight charges may be incurred.

How do I know when something might be on sale or a promotion is going on?

The Tacony sales divisions keep you up-to-date on the most current specials. This is communicated through various means such as online postings, newsletters, mailings, email, fax, sales flyers and by phone. Please review your monthly and sometimes weekly communications from Tacony. You can always contact your sales representative for the most up-to-date information or log in to a division's retailer extranet.

I buy from more than one division of Tacony.

Can I place one order that includes products from each Tacony Company?

Yes. If you have the item numbers handy, any sales person can help you. If you need assistance with products, promotions, freight, etc., your order can be suspended by one sales representative and re-opened by another who is more familiar with the products and programs in his or her division. Not all associates will be familiar with the programs and promotions that other divisions are offering. Freight terms apply to each division, not collectively, as there are varied terms in each sales division.

Is there some place where I can see all of your products on display?

Tacony Corporation's different divisions each have their own website, brochures, and in some cases, full catalogs. We also attend trade shows throughout the year and have small showrooms in a few of our offices; specifically Ft. Worth, Texas for commercial floor care, our St. Louis, Missouri headquarters, and Dallas, Texas for Regency ceiling fans. Nancy's Notions has a retail store in Beaver Dam, Wisconsin.

Can I visit any of the Tacony locations?

We would enjoy the opportunity to meet you and share the Tacony experience. While we don't have planned tours regularly, please feel free to schedule a visit to any of our facilities.

SHIPPING

Who do I contact when I need a freight quote?

Contact the sales division that sells the product.

Who do I call to trace a shipment?

If a shipment is late or lost, please call our Customer Service Department and a representative will trace it for you.

What do I do for a shipment that has a shortage and/or damaged merchandise?

Please contact the Customer Service Department right away, but keep in mind:

- For LTL shipments - Be sure to count your pieces and sign the bill of lading short before the carrier leaves. If boxes are visibly damaged, mark the bill of lading short upon arrival. Taking a photo is also very helpful when there is damage. If you encounter concealed damage, call the carrier and contact our Customer Service Department immediately.
- For FedEx shipments - Contact the Customer Service Department if you refuse a package with damages. It is important to confirm that the number of packages you receive matches the shipping bill.

CORPORATE OFFICES AND DISTRIBUTION FACILITIES

1760 Gilsinn Lane
Fenton, MO 63026-0730
636.349.3000 | 636.349.2333 (fax)

1709 Gilsinn Lane
Fenton, MO 63026-0730

1800 E. Walnut Avenue
Fullerton, CA 92831-4844
714.525.4400 | 714.525.3200 (fax)

591 Thornton Rd. Suite R
Lithia Springs, GA 30122-1546
770.941.9300 | 770.941.2264 (fax)

#3 Industrial Drive
St. James, MO 65559
573.265.0500 | 573.265.0600 (fax)

3101 Wichita Court
Fort Worth, TX 76140-1710
817.551.0700 | 817.551.0719 (fax)

450 Oehler Place
Carlstadt, NJ 07072-2703
201.438.4950 | 201.438.7644 (fax)

5636 West 5th Street
Jacksonville, FL 32205
904.786.2262 | 904.786.0666 (fax)

333 Beichl Avenue
Beaver Dam, WI 53916
920.887.0391 | 920.887.2133 (fax)

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333 Charles Court 109
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(Koala) 630.818.1288 | (Tornado) 630.818.1300

12814 Gravois Road
Sunset Hills, MO 63127
314.849.0646 | 314.849.0342





Tacony Corporation

www.tacony.com

www.mineyourbiz.net

Baby Lock USA

www.babylock.com

www.totallystitchin.net

www.mystitchinbusiness.com

Designer's Gallery

www.designersgallerysoftware.com

Amazing Designs

www.amazingdesigns.com

Nancy's Notions

www.nancysnotions.com

Sewing & Craft Club

www.sewingandcraftclub.com

Tacony Sewing Central

www.taconysewingcentral.com

Tacony Vac Pros

www.taconyvacpros.com

www.cleanmaxvacuums.com

Riccar

www.riccar.com

Simplicity Vacuums

www.simplicityvac.com

CFR

www.cfrcorp.com

Powr-Flite

www.powr-flite.com

Truvox

www.truvox.com

Tornado

www.tornadovac.com

Regency Ceiling Fans

www.regencyfans.com

Made in USA Vacuums

www.madeinamericavacuums.com

www.vacuummuseum.com

Mac Molding

www.macmolding.com



Simplicity

Nancy's Notions



Powr-Flite



Tornado



Designer's Gallery



Tradition. Trust. Teamwork.

