



Mobile, AL
Bay Minette, AL
Daphne, AL
Grand Bay, AL
Gulfport, MS
Pensacola, FL

CUSTOMER COMMITMENT

As our customer, you should come to expect only the highest level of service from Mobile Lumber & Millwork. Our goal is to be the most dependable, efficient and professional supplier of quality building materials on the Gulf Coast. To that end, this serves to document our commitment to you:

Full Package Orders - Next Day Delivery - Full package building material orders will be shipped no later than the end of the business day following the day the order was placed (orders in by noon). For example, an order received or released for shipment by noon on Monday will be delivered to your jobsite by the end of the day on Tuesday.

“Fill in” Orders - Same Day Turnaround - Any local “fill in” order of stock building materials (in our inventory) received by us by 10:00 a.m. will be delivered the same day the order is placed.

Stock Interior Door & Trim Orders - Complete packages of in-stock interior door units and trim will be shipped within 2 business days of the day the order is received (orders in by noon). For example, an order received or released for shipment by noon on Monday will be delivered to your jobsite by the end of the day on Wednesday.

Floor & Roof Truss Orders - Truss orders will be designed to your specifications and local building codes, produced to the highest industry standards and delivered as scheduled.

Kitchen & Bath Cabinet Installations - Your job will be installed when scheduled, and inspected by one of our in-house Quality Control specialists within 48 hours of completion to insure that your job is professionally installed and meets the highest industry standards.

Credit Returns and Pick Ups - Within 3 Business Days - All credit returns for stock merchandise will be removed from your job within 3 business days of the day they are called in to our office or your sales representative (requests in by noon). For example, a pick-up request turned in by noon on Monday will be removed from your jobsite by the end of the day on Thursday.

Courteous and Professional Delivery Personnel - Our delivery personnel will be professional and courteous at all times, and all shipping documents will be placed in a clearly visible position on the materials delivered.

Timely Communication - If for any reason your delivery will be delayed, an item is backordered or damaged or an unforeseen problem occurs, you will be notified by your salesperson immediately.

Customer Pick Ups - Prompt Attention - We recognize time is of the essence when you visit one of our facilities to pick up or return materials. You will be recognized immediately and serviced diligently until your transaction is complete.

Invoicing/ Billing Accuracy - We go to painstaking lengths including two separate review processes to ensure prompt, accurate and easy to read invoicing. Should you have questions or identify any discrepancy, the problem will be resolved and your account adjusted within 72 hours of notification.

On the Job Sales Representation - A major component of our business model is sales representatives who frequent your jobsite. At a minimum, you should expect your salesperson to visit each of your active Mobile Lumber supplied building material jobsites at least every other day, or more often as your needs require.

Residential Quotations and Bids Turnaround - All quotes and bids not requiring a detailed take-off will be completed and returned within a maximum of 48 hours. Residential quotes and bids requiring a detailed take-off will be completed and returned within 5 business days of the day the request is received.

Service and Warranty Requests - 48 Hour Response - All service and warranty related requests will be addressed promptly and you will be contacted with a plan of action within 48 hours. Follow up phone calls and status updates will be placed every Monday, as necessary, until the service work has been completed.

Telephones Answered & Calls Returned Promptly - Our business telephones will be answered within three rings in person during all hours our stores are open. All management and outside sales personnel will be equipped with push-to-talk radios and cell phones with voice mail to insure that we are readily available. Voice mail messages will be returned with a sense of urgency.

Sense of Urgency - Due to the nature of our business, mistakes will occur from time to time. Furthermore, in many situations, our ability to serve you is dictated almost exclusively by our vendors. In these situations, we will demonstrate an unequalled sense of urgency and persistence in resolving your problem and fulfilling your needs.

Professionalism - It is our goal and our expectation that any person representing our company, whether it be the truck driver delivering to your jobsite or the inside salesperson answering the phones will conduct themselves with the utmost courtesy, concern for your business and professionalism.

The above is a minimum level of service that you, as our customer, should come to expect. This is not designed to be a goal, something we will attain in the future or an occasional target. It is a way of life for us. It is reality and it is happening today. Every employee who works for our company has committed to this level of service in writing. If you see an exception to this commitment, no matter how insignificant it may seem and no matter who may be at fault, we would greatly appreciate you letting us know. While we understand that mistakes can and will happen, given the checks and balances inherent in our systems, any deviation is unacceptable and we can assure you that we will follow up in a timely manner to rectify the problem.

Thank you for the opportunity you have afforded us. We hope to continue earning your business and your respect in the future.