



TRI-WEST, LTD.

DEDICATED TO SERVICE, QUALITY AND INTEGRITY

1-800-669-6696

1. Can I buy from Tri-West now?
 - a. Buy from BR Funsten until March 30th. If BR Funsten does not have inventory you are welcome to purchase from Tri-West.

2. Pricing?
 - a. We are working hard to ensure a smooth transition and will work with you to make sure your pricing is in line. Please contact your Tri-West representative for specifics.

3. Delivery Charges?
 - a. Our standard delivery charges still apply. Remember we charge one deliver charge per load. Armstrong products can ride free with our other products.

4. Who do I call with questions about product and availability?
 - a. You may reach out to customer service at 800-669-6696 for questions about product availability or if you are a Décor 14 user, you now have access to see Armstrong.
 - a. Contact your current Tri West representative with any product related questions.

5. How is Tri West servicing during the challenging time?
 - a. We at Tri West appreciate and support your efforts to run your business during this challenging economic and time when many of you are in a shelter-in-place situation. We will offer delivery service to anyone that requests it on the normal delivery date. Our Lathrop office will contact anyone in a shelter-in-place area to confirm that you want delivery the day before we attempt it. If you cannot be reached we will suspend that delivery.

6. What happens to orders I have with BR Funsten that are not delivering until after March 30 or are on backorder?
 - a. BR Funsten will provide all open order and backorders to us on March 30. We will create an order in our system to fulfill your order. Our customer service team will contact you to verify it is still a current order before making delivery. Once confirmed we will process as soon as possible with your requested shipping information.

7. How will Armstrong claims be handled for material purchased from BR Funsten prior to the March 27th date? BR Funsten has agreed to handle all claims on material purchased through them but should after pursuing the claim through them an issue still exist Tri West will assist you in resolving.