

# Distributor Reference Guide

FOR PROGRAMS  
AND POLICIES



*Lacryl*®



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*Note: This document serves as a reference guide and is not a contractual document.*

## Our Mission

Deliver best-in-class products, programs and services that help distributors and fabricators increase productivity and profitability in an ever-changing market. We strive to provide the best solutions to our customers to enable fast, easy and cost-effective repairs.

## Our Vision

Optimize the sign paint process for fabricators to maximize customer profitability.

## Quality Policy

Matthews Paint will provide products and services to our customers to fully meet their applicable requirements, on time, every time. We are dedicated to constant improvements in every area of our business and to doing our job right the first time, so as to achieve total customer satisfaction.

## Our Commitment to You

At Matthews Paint, we work every day to develop and deliver the paints, coatings and materials that our customers have trusted for more than 85 years. Through dedication and creativity, we solve our customers' biggest challenges, collaborating closely to find the right path forward.

Matthews Paint is singularly focused on delivering the most advanced sign coatings to our customers and has been doing so for almost a century. As the leader in sign coatings, we offer the innovation, experience and stability your business needs. In addition, we offer unrivaled color matching capability, and professional training classes. Most importantly, we are committed to bringing you the highest level of service and quality.

In an age of rapidly evolving technology, corporate realignments, and emerging consumer trends, it's good to know one company embraces change – without changing who they are. That **is** Matthews Paint.

To learn more about Matthews Paint products, visit <http://www.matthewspaint.com>.

## Customer Service Contact Information

All Customer, Color and Technical support inquiries for the Matthews Paint brands are handled through the Customer Service Department at 800-323-6593. Press 1 for Customer Service. Monday – Friday 8:00am-4:30pm EST.

You can also visit our website at <http://www.matthewspaint.com>.



## Ordering Matthews Paint Product

Orders can be submitted by emailing Customer Service:

- Email: [MPCEORDERS@ppg.com](mailto:MPCEORDERS@ppg.com) or your CSR contact

To avoid delays, please ensure your order includes the following required information:

- Customer Name
- Ship To Address

Also, include the following information, if applicable:

- Purchase Order Number
- Telephone Number
- Shipping Requirements (Requested Carrier, Customer Pickup)
- Special Instructions (i.e. Lift-gate Required, Ship on Specified Date, etc.)

## Shipping Lead Times

Orders received by 9:00am will ship the same business day. Orders received after 9:00am will ship next business day. Make to order items require a 3-10 day lead time depending on quantity, product line and new or repeat make.

## Backorders

In the event the servicing distribution center is stocked out of a product, Matthews Paint may, at its discretion, choose to ship the product from an alternate distribution center or wait until replenishment stock is available. (When choosing to source from an alternate distribution center, Matthews Paint will pay for any additional shipping costs.) Sundry items where there is not enough available will be canceled and will not be backordered.

## To Be Discontinued Items

Matthews Paint will continue to fill orders for TBD items until stock is depleted. If there is an available product replacement, Customer Service will contact you for potential order changes. Otherwise, all remaining order lines for TBD items will be cancelled.

## Freight Policy

Orders that do not meet the Prepaid threshold will be shipped prepaid & add. Smaller orders, including 1 Shot, shipping to the same location and placed at the same time, can ship with the qualifying Matthews Paint order to receive prepaid freight.

## Air Shipment Policy

As of 2014, it is a PPG policy that our warehouses are not allowed to ship any products via Air Freight.

## Will Call Orders

Please allow up to a 60-minute processing time for “Will Call” orders to ensure that the order is ready for pick-up at your local warehouse. “Will Call” orders do not qualify for Truckload discount.

- Please adhere to the following requirements for “Will Calls”:
  - No 55 gallon drums
  - Hazmat-Limited to quantities that do not require placards
  - Vehicle Load Weights:
    - Passenger Vehicles: 300 pound limit
    - Minivans/Mini-Pickup (less than ½ ton rating): 500 pound limit
    - ½ Ton Cargo Vans or Pick-up Trucks: 1,000 pound limit
    - ¾ Ton Cargo Vans or Pick-up Trucks: 1,500 pound limit
    - 1 Ton Cargo Vans or Pick-up Trucks: 2,000 pound limit

## Order Quantities

Some products must be ordered in full case quantities, for example DEX1911/EA (6), DOX113/PK (4) and AER2K10/EA (6). Please contact Customer Service for specific code information.

## Advertising Material

Matthews Paint marketing material can found on our website <http://www.matthewspaint.com> or by contacting your CSR. For use of our Matthews Paint or 1 Shot logos, email [jzerante@ppg.com](mailto:jzerante@ppg.com).

## Truckload Orders

Matthews Paint will allow additional discounts on all products with the exception of 1 Shot. These discounts are in addition to normal discounts allowed for prompt payment. All volume discount orders are **FULL CASES ONLY**.

Distributors may combine orders for as many branch locations as they wish, provided they follow these rules:

- Minimum order value per location must be met.
- Discounts may vary based on order size.
- All combined branch orders must be placed/received at the same time. Specify that the order is a truckload/volume order when placing orders.

Discounts will apply only when invoices are paid within terms. All customer accounts receivable must be current and payment must be received within our normal 30-day terms to take advantage of this program.

## Add-On Orders

When submitting “Add-On” orders, please indicate the purchase order for which you would like it included. Customer Service will identify the status of the original order. If this order has already been released to the warehouse, order additions are not possible. If shipment of additional items is required, standard freight policies apply.

## Shipment Discrepancies & Damaged Goods

The Matthews Paint Quick Claim program enables our team to efficiently credit you for short shipments, wrong product, damaged shipments, or loss of product for all Matthews Paint and 1 Shot brands.

To Submit a Claim:

1. Complete the Quick Claim Form found at <http://www.matthewspaint.com/About-Us/Quick-Claim.aspx>
2. Submit the Quick Claim Form and the completed carrier Delivery Receipt within two working days of the shipment being received. Email form and carrier’s delivery receipt to [MPCEORDERS@ppg.com](mailto:MPCEORDERS@ppg.com) or your CSR contact.
3. A credit will be issued once the claim is verified.

**Important! Claims received later than two working days of the shipment being received will not be valid and credit will not be issued.**

## Matthews Paint Errors

Products are returnable for full credit when Matthews Paint/PPG has made an error on a customer’s order. To be eligible for full credit, all of the following must apply:

- The error must be reported by email or telephone to the Customer Service team within thirty (30) working days of receipt.
- The goods must be in sealed cartons/containers, in re-saleable condition with the appropriate Department of Transport (DOT) markings on the return packaging.
- PPG will arrange and pay the freight cost on authorized returns.

Matthews Paint Customer Service will email the customer an RGA (Returned Goods Authorization) to include with the return.

## Stop Sale/Recalled Goods

In cases where Matthews Paint has issued a Stop Sale, Distributors are allowed to return the goods in accordance with the Stop Sale Notice. Stop Sale returns will be credited at current Distributor pricing. Once an RGA has been issued, Matthews Paint/PPG will make arrangements to pick up the shipment and pay all applicable transportation charges.

## Return Goods Procedure

All returns, regardless of type, require a Return Goods Authorization (RGA). Contact your Customer Service rep to initiate the return.

Once the appropriate approvals have been received, Customer Service will issue an RGA number to the distributor. The return shipment must include the RGA Form and clearly display the RGA number to ensure the warehouse can properly process the return and issue the appropriate credit.

## Standard Stock Returns

A standard stock return is defined as products that are on the current price list and have not been announced as “to be discontinued”, obsolete, or are out of shelf life. A credit will not be issued unless products are returned in good, sellable condition that is within shelf life. Discontinued products will not be accepted.

Products returned without authorization will not receive credit and will be returned to the customer or properly disposed of in accordance with all applicable local, state, and federal laws. In this instance, appropriate charges will be assessed.

Restocking charges, when applicable, are 25% plus freight for each shipment.

## Custom Blended Product

Custom Blended and Made-to-Order products are not eligible to be returned.

## To Be Discontinued & Obsolete Product Returns

Products designated through PPG announcement as To Be Discontinued (TBD), Discontinued or Obsolete cannot be returned.

## Distressed Material

Matthews Paint/PPG will under no circumstances accept returns of distressed material. Distressed material is defined as dented or rusty cans, missing/torn labels, etc.

There are companies that can assist in the proper disposal of distressed material or other hazardous waste. Examples of such companies are Onyx Environmental Services (800-237-1333 or [www.onyxes.com](http://www.onyxes.com)) or Safety-Kleen (800-669-5740 or [www.safety-kleen.com](http://www.safety-kleen.com)). Please contact your state or local Environmental Protection Agency for a list of disposal companies in your geographic area.



## Employee Development Training Programs

Matthews Paint offers 2-day technical training classes in 9 state-of-the-art training facilities across the United States. The classes are structured to contain both “hands-on” spraying (40% of training) as well as classroom-style technical training (60% of training) at a price that fits any company budget -- FREE! (Transportation and lodging is not included.)

Training schedules and class registration can be found on our website.

<http://www.matthewspaint.com/Fabricators-Distributors/Training.aspx>

## PPG Distribution Centers

Matthews Paint ships from 2 Distribution Centers.

### **Fort Shawnee (Lima)**

PPG Finishes

2599 Fort Shawnee Industrial Dr.

Lima, OH 45804

### **Whittier (Los Angeles)**

PPG Finishes

10060 Mission Mill Rd.

Whittier, CA 90601-1738



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