

# Pencroft Structures

## Wholesale Dealer Introduction

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Pencroft Structures has been in business for over 23 years and specializes in Manufacturing Pavilions Pergolas Gazebos Poolhouses and Studios. We can ship our kits/assembled buildings nationwide and we currently have installation crews that can install your kits anywhere on the east coast

At Pencroft we do have account managers so you will be assigned an account manager that will be your point of contact for everything here at Pencroft. You will have their direct email and # to ensure faster and more accurate service.

### Checklist for Getting Started as a Dealer

- ☐ Complete Credit application
- ☐ Receive Login credentials to the dealer portal (The portal has Images and order forms for our structures)
- ☐ If you would like to have structures on your display you can receive a 10% discount for the first structures
- ☐ Receive our pricing docs and order forms
- ☐ Introduction to your dedicated account manager here at Pencroft
- ☐ Unless otherwise discussed you will start at the silver Dealer level
- ☐ Receive your first box of catalogs for free.

## **Getting a quote from Pencroft**

1. Complete one of our order forms with all the details you are looking for and clarify this is a quote, not an order.
2. Or you can send a detailed email to your account manager requesting a quote.

We always recommend completing a form to avoid it taking extra time and confusion for you to get you a more accurate estimate or order confirmation.

## **Placing an order with Pencroft**

- Complete the correct order form for the structure you are looking for and submit that with all details including any necessary drawing needed to your account manager (You can find all our order form on the dealer portal) Pencroft does require written or verbal confirmation of the estimate before we process the order.
- Pencroft does require any change requests to be in writing and if the change is made after the material was purchased or the structure was made the could result in an additional fee.

## **Order confirmation**

- When the order is received and processed you will receive an update from your account manager with the final estimate and we always ask you to look over the estimate to be sure it is what you are requesting. Pencroft does require a verbal or written confirmation after you have reviewed our order confirmation in order to moved the order through to purchasing.

## **Scheduling the project**

- Typically within a few days of confirming the order, our scheduling team will have the week of delivery or installation confirmation and your account manager will communicate that with you.
- When we get closer roughly 3-4 weeks before the confirmed week we will be able to give a more accurate date for installation or delivery.

We will provide reminders about footers or pads but if the structure is not able to be installed due to incorrect footers or pads we do have an additional fee up to \$300.

Pencroft, LLC  
- 197 Pencroft Drive N. Holtwood, PA 17532 -  
Phone: 717.284.1099 - Fax: 717.842.6966

## **Canceling an order.**

Pencroft does require a 20% restocking fee if an order after it has been confirmed.

## **Shipping Options**

Pencroft can offer both kit or reassembled structures for you to schedule shipping or we can take on all of that for you whether we are delivering kits or setting the structures up for you, we are happy to handle the delivery process. See our price list for the installation pricing.

## **Warranty or repair requests.**

- All warranty or repair requests can be brought to your account manager here at Pencroft.  
However, we will need a few details before we can process a new order.
  1. Send us pictures of the damaged item
  2. Send a full description with details of what happened
  3. Clarify what you and or your client are hoping to see happen
  
- When we receive all that information your account manager will discuss this with our warranty team and from there present you with the solution we have.

## **Structure Drawings**

- We offer pictures and drawings for your customer to use in the process of getting township and permit approvals.
  - Standard Drawings: Free
    - We offer architectural drawings for our base model structures
  - Custom Drawings: \$350
    - Our draftsman can provide drawings specific to the structure your customer has designed.
  - Engineer Stamped Drawings: \$825
    - We work with a network of engineers that can provide Engineer Stamped Drawings.

## **Dealer Levels**

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At Pencroft, our mission is; "to provide the ultimate backyard structures with an exceptional customer experience", and our goal is to partner with a strong dealer network that shares in that mission. In an effort to continue to improve our service, we currently have the following dealership network structure. Although our goal is to provide great service and lead-times for all of our dealers, this structure helps us in prioritizing the service that we offer. Below is the breakdown of this new program, and the benefits and requirements for each level.

## **Platinum Level:**

### **Requirements**

- \$300,000.00 + Sales Volume of our structures
- 3 or more of our products listed on your website or on display at your lot
- Train sales staff, or in-house structures specialist with knowledge of our structures
- Actively promote our structures to home owners and contractors in your surrounding communities
- Pay bills within set terms

### **Benefits:**

- Wholesale Pricing with 2% 10 Net 30 Day Terms
- Website Dealer Locator Listing
- Website Dealer Portal Login
- Free Catalogs
- Dedicated Pencroft Account Manager
- Prioritized Lead-Times (up to 4 weeks less then silver)
- Annual Early Buy Credit = 1.5% cash back on previous years total sales, to use towards displays in Jan. & Feb.

### **Status Removal**

- Failure to meet the above requirements may result in loss of dealership level.

## **Gold Level:**

### **Requirements**

- \$100,000.00 - \$300,000.00 Annual Sales Volume of our structures
- 2 or more of our products listed on your website or on display at your lot
- Train sales staff, or in-house structures specialist with knowledge of our structures
- Actively promote our structures to home owners and contractors in your surrounding communities
- Pay bills within set terms

**Benefits:**

- Wholesale Pricing with 1% 10 Net 30 Day Terms
- Website Dealer Locator Listing
- Website Dealer Portal Login
- 1 box of Free Catalogs
- Dedicated Pencroft Account Manager
- Prioritized Lead-Times (up to 2 weeks less then silver)
- Annual Early Buy Credit = 1% cash back on previous years total sales, to use towards displays in Jan. & Feb.

**Status Removal**

- Failure to meet the above requirements may result in loss of dealership level.

**Silver Level:****Requirements**

- \$0.00 - \$100,000.00 Sales Volume
- Train sales staff, or in-house structures specialist with knowledge of our structures
- Actively promote our structures to home owners and contractors in your surrounding communities
- Pay bills within set terms

**Benefits:**

- Wholesale Pricing with Net 30 Day Terms
- Website Dealer Portal Login
- Dedicated Pencroft Account Manager
- No Prioritized Lead-Times
- Annual Early Buy Credit = 0.5% cash back on previous years total sales, to use towards displays in Jan. & Feb.

**Status Removal**

- Failure to meet the above requirements may result in loss of dealership level.

**Pencrofts Limited Warranty.**

Pencroft, LLC, located in Holtwood, PA, warrants all their structures to be void of structural defects for a period of ten (10) years from the date of delivery. This warranty covers material and manufacturing defects associated with the structure. The warranty does not cover damages

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caused during installation, unless installed by an approved Pencroft, LLC installer. It also does not cover damage caused by use, weathering, fading, acts of God, ground settling, moving or relocating the structure from its original location, or any condition out of the control of Pencroft, LLC. The original invoice for the structures must be provided with the warranty request.