

# Pencroft Structures

## Wholesale Dealer 2023 Updates

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We here at Pencroft have greatly appreciated working with you in 2022 and are excited to continue working together this year.

In 2022 Pencroft switched to having 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 phone# to ensure faster and more accurate service.

We do have a couple of Updates for 2023 and wanted to be sure you got them. As of January 1st, these changes are in effect.

1. We require any change requests to be written.
2. We do require a 20% restocking fee on any orders that are canceled after they have been processed.
3. Pencroft Switched from Cedar creek to CertainTeed siding as our Standard siding brand
4. Our standard pavilions and poolhouses with pavilion decks will come without braces as that is our new design. You can order them with braces as you would have in the past However you will need to clarify that on the order form.
5. We will not have a surcharge added to your estimates. As of the 23rd of January, all estimates will not have a surcharge fee.
6. 2023 Shade Pricing goes into effect January 23rd. 2023. Ask your account manager for the updated pricing.
7. 2023 Swing Set Pricing goes into effect February 1st 2023.

## Structure Drawings for 2023

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

Pencroft, LLC

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

- 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.

## Order Confirmation Updates

- 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 is requiring a verbal or written confirmation after you have reviewed our order confirmation to move the order through to purchasing.

## Scheduling Updates

- 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 pad, We do have an additional fee of up to \$300.

## Canceling an order.

- Pencroft is requiring a 20% restocking fee on any order that is canceled after it has been confirmed.

## Shipping Options

- Pencroft can offer both kits or fully assembled structures and we can take care of all the shipping for you whether we are delivering kits, scheduling a 3rd party delivery truck for or setting the structures up for you we are happy to handle the delivery process. See our price list for the installation pricing.

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To get the best pricing for you if we are scheduling the delivery for you we can provide a very rough estimate at the time of purchase but will update the amount at the time of delivery. That allows us to keep from overcharging on freight.

## 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. Complete our Warranty // Repair form.
- 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.

## Dealer Levels

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. 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. Contact your account manager for questions about the level you are at.

### Platinum Dealer Level:

#### Requirements

- \$300,000.00 + Sales Volume of our structures
- 3 or more of our products are listed on your website or displayed on your lot
- Train sales staff, or in-house structures specialists with knowledge of our structures
- Actively promote our structures to homeowners 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 than silver)
- Annual Early Buy Credit = 1.5% cash back on the previous year's 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 Dealer Level:****Requirements**

- \$100,000.00 - \$300,000.00 Annual Sales Volume of our structures
- 2 or more of our products are listed on your website or displayed on your lot
- Train sales staff, or in-house structures specialists with knowledge of our structures
- Actively promote our structures to homeowners 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 than silver)
- Annual Early Buy Credit = 1% cash back on the previous year's 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 Dealer Level:****Requirements**

- \$0.00 - \$100,000.00 Sales Volume
- Train sales staff, or in-house structures specialists with knowledge of our structures
- Actively promote our structures to homeowners 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 the 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.