

Frequently Asked Questions

1. Where can I find Direct Purchase [specifications, product details, and a catalog](#) to help me sell?
A: Direct Purchase marketing materials can be found by logging in to the Dealers Only page and selecting the 'Direct Purchase Docs' link. You can also download these items from the Direct Purchase 'Saved Projects' or 'Project Summary' page Downloads area.
2. When I make a [laminare color selection](#) what does this cover?
A: The laminate color selection will cover the cabinet faces (doors and drawers), both exterior sides of every cabinet ordered, and wall cabinet bottom panel exterior color.
3. How do I indicate [finished ends](#) on the Casework order?
A: All cabinets will be provided with two (2) finished ends, so identifying finish locations at the time of ordering is not required.
4. What will the cabinet [interior color](#) be?
A: All cabinet interiors, semi-exposed and exposed, will be provided with white TFM or CLS laminate depending on the outside surface. The front edge of all shelves will be provided with white 1mm PVC to match the interior.
5. When I make a [PVC color selection](#) what does this cover?
A: The PVC color selection will cover 3mm edgebanding on the cabinet faces (doors and drawers), and 1mm edgebanding on the cabinet body, including the bottom edge of wall unit side panels. The front edge of all shelves will be provided with white 1mm PVC to match the interior.
6. I have some [miscellaneous accessory](#) pieces on my project. How do I select their color?
A: Miscellaneous accessory items which have color options (such as grommets, glass insert retaining strips, and countertop support brackets) will be provided in the color you have selected for hardware (gray, beige, white, and black). If chrome hardware is selected, these accessory items will be provided as black.
7. How are [fillers](#) ordered and shipped?
A: Filler panels are found in the Accessories Section, and may be ordered in 5, 11, 23, and 47 inch widths. The filler panels must be cut to size and assembled in the field, and will include enough material to close off top and bottom returns of tall and wall casework. Be sure to order enough fillers in each color group to meet your needs! You might even consider ordering a few additional filler panels of each color to ensure you have plenty of material on site to complete the installation.
8. Can I order [locks](#) and how will the [keying](#) be provided?
A: You may indicate locks as required for each cabinet style by selecting the 'lock' check box in the online programming. Disc tumbler, cam-style locks with removable cores will be provided. All locks for the entire job will be provided as keyed alike. Sorry, no special locking requests will be available for this program.

9. Are [shop drawings](#) provided by TMI?

A: All the information TMI needs to produce the casework is collected online, eliminating the need for drawings. However, if you need to produce drawings to show your customers, download the CAD files (universal DXF format) provided on the project Summary Page. Each download contains the exact cabinet configuration and sizes you ordered so drawings will be simple for you to provide.

10. After I send an order in, how will I know that TMI has [received the order](#)?

A: TMI will monitor the Direct Purchase orders throughout each working day. We'll send you an order confirmation email which includes a project summary, components included in the order, color selections, and delivery information within one (1) working day. This will be your indication that the project has been input into our system and materials have been ordered!

11. How will [countertops](#) be provided?

A: Countertops will be provided in 95 and 119 inch lengths, with 3mm PVC edgebanding on the front and both side edges. An additional 84 inches of loose, pre-glued PVC will be provided with each countertop so that the panel may be cut down as required and finished in the field. All field cuts and joinery, including joinery hardware, will be the responsibility of the dealer.

12. How are countertop [backsplashes](#) provided?

A: The countertops can be ordered with a backsplash (C1000) or without (C1010) by selecting the appropriate model number online. Backsplashes will be provided with 3mm PVC on 3 edges, and in the same lengths as the countertops. All field cuts and joinery, including joinery hardware, will be the responsibility of the dealer. Side splashes must be ordered, cut, and assembled individually as needed.

13. How will the Direct Purchase order be [shipped](#)?

A: Once the materials are ordered at TMI, the Direct Purchase projects are placed on the production schedule and proceed through the TMI system as usual. The projects will show up on the weekly Customer Activity Report you receive from TMI, and will be shipped by TMI Transport. Just like traditional projects, you'll receive delivery notifications from TMI as the final delivery week approaches.

14. I received the order confirmation and notice [I made a mistake](#)! What should I do?

A: Contact your TMI Customer Service Manager immediately! Material orders have already been made at this point in time, but we may be able to stop some of them. You may incur order cancellation and material restocking fees. Be sure to double check your order before you send it in.

15. There's a cabinet I need to complete my order but [I can't find it online](#). Can I get it added?

A: No. We've carefully selected the product offering to ensure we're able to meet the speed to market commitment of this program. Only product configurations found online may be ordered. TMI will examine the program from time to time and may add configurations to expand the offering. Watch for update announcements as the program evolves!