



# CONGRATULATIONS ON BECOMING A GENERAL FINISHES RETAILER!

## WELCOME TO THE TEAM!

Here at NOVA Design and Build, we believe that if we work together as a collective unit we can all be that much more successful. It takes a village, and we are here to help you grow your business!

We love to see you using your GF products so please tag us on facebook and instagram so that we can share your projects on our page as well. We encourage you to reach out to other retailers to bounce ideas off of, ask questions and support one another!

If you are interested in a retailer training workshop at our facility please let us know and we will do our best to put one together for you. The best way to be successful is to build your knowledge of the products to earn your customers trust. It will keep them coming back time and again! Also, please verify that your retail location is listed on the General Finishes website and if it is not, let us know.

We offer a wide variety of home and remodeling products including: brushes, hardware, wood legs and corbels, furniture, cabinetry and so much more. Please take a look around our website to learn more, and if there are any lines you are curious about we would be happy to discuss them with you!

## DOWN TO BUSINESS!

### **A FEW IMPORTANT POLICIES TO NOTE:**

We do not take orders or payment by phone or email, all orders must be submitted online.

Our goal is to get orders shipped out next business day. In order to uphold this we do not accept order changes or cancellations. If you need to add something to your order simply place another order and if your order has not been packaged we will add your orders together. You will get a notice with your tracking info once your order is packaged for shipment.

**Damages and order discrepancies** must be reported within 48 hours of receiving your



order. Please report these items in writing to our email [sales@novadesignandbuild.com](mailto:sales@novadesignandbuild.com). If there are damaged items, please keep all the packaging from that box. This is a requirement by Fedex. Please submit photos, we need them for the claim. We cannot accept verbal notice.

### **Shipping options:**

Most orders will be shipped Fedex Ground.

There are two options for USPS regional rate boxes for SMALL orders only. They will be labeled "Quick Ship" for orders of 2 quarts or 3 pints, OR 4 quarts or 6 pints. Only choose this option if that quantity applies to your order. You will be liable for paying additional shipping for your order if you choose this option when it does not apply.

If your order is over 200 lbs it will not give you fedex ground as an option. Just know that we will adjust as needed and send a paypal once we have the correct shipping amount.

If you are having any issues with our site, please feel free to email or call the showroom and we will be happy to assist you! Technology does not always cooperate and we completely understand that, we hope you do too!

Sincerely,

*The Team at NOVA Design and Build*

# HOW TO CREATE YOUR ONLINE ACCOUNT

Visit our website at [novadesignandbuild.com](http://novadesignandbuild.com)



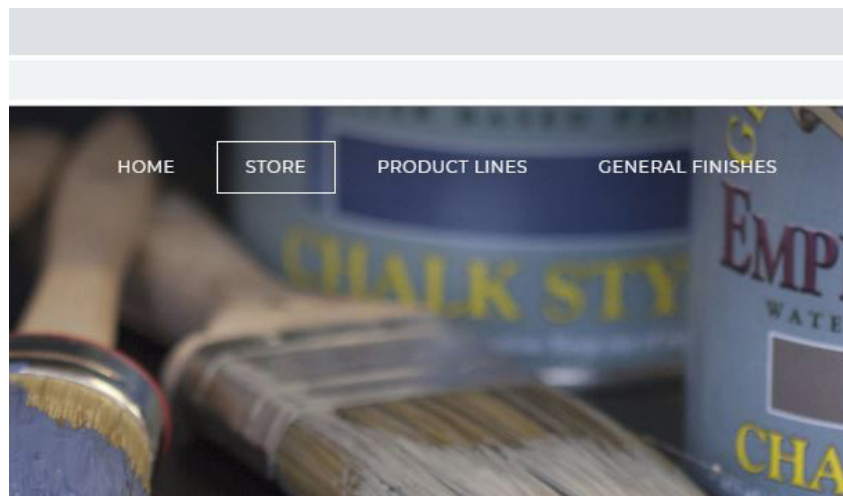
## STEP 1.

Go to the store tab to the right of the “home” tab.

### Tip:

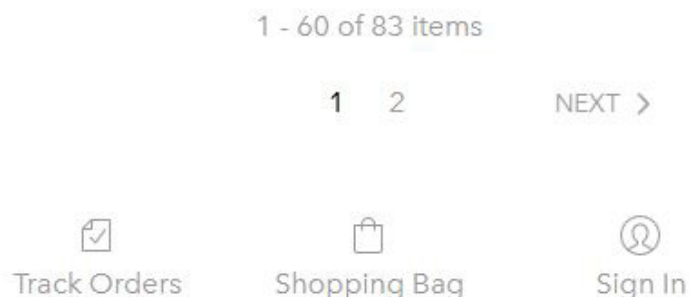
Find info about each line under the “general Finishes” tab.

Download the brochures under Product Lines> Catalog Downloads



## STEP 2.

Scroll to the bottom of the page and click “sign in.”



## STEP 3.

Enter the email address you would like to associate with your orders. You will never need a password for your account. Each time you go to order you will simply enter your email address and use the link sent to that email. All of your information will be stored and associated with that email.

**NOTE- Please use the same email each time as your discount is associated with this email only.**

## Join us or sign in

Store / Sign In

Track your future orders, checkout faster, and sync your favorites. Just enter your email and we will send you a magic link that will sign you in instantly.

Your email address  
sales@novadesignandbuild.com

Get Sign-In Link

# HOW TO CREATE YOUR ONLINE ACCOUNT



## STEP 4.

You should receive this email in a matter of moments. Click the link to automatically sign in.

**You will do this every time you sign in.**

### Online Store: Sign In link



Hello! To sign in to Online Store, please follow the link below. This link can be used only once and will expire in 14 days. If you didn't request a sign-in link, you can safely ignore this e-mail.



<http://www.novadesignandbuild.com/shop.html#!/~/signIn/key=bU9WmVeOCMGu&returnUrl=!/~/>

## STEP 5.

Click "Shopping bag" in the right hand corner to reveal this menu. Click on "account."

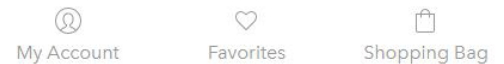
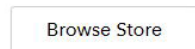
Here you'll be able to see your assigned discount, whether or not you are tax exempt and change your email if needed in the future.

**PLEASE NOTE- Your discount needs to be assigned by us once your account is initiated by you. You may put items in your shopping cart but DO NOT place your order until your discount is reflected in the cart.**

### Shopping cart

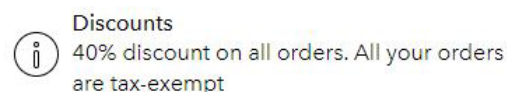
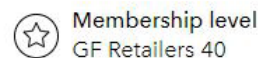
Store / Shopping cart

Your shopping cart is empty



### Account

Store / Account



# HOW TO CREATE YOUR ONLINE ACCOUNT



## PLEASE NOTE

**DO NOT PLACE YOUR ORDER JUST YET!** Shoot us an email that you have initiated your account setup. Once we complete the setup with your discount and tax exemption where it applies we will reply that you are ready to order. We are not able to setup your account for you, the software does not allow that. We do not take orders over the phone or by email.

**You will not see your discount until we complete the setup, so please take a minute to setup your account ahead of time.**

**Your discount will only show in your shopping cart as a single line item.** You will see the suggested retail price on the individual items.

You will also have the option for In-Store Pick Up in the shipping options. **Please note** you will be charged a 2% handling fee for this method to cover the freight fees from GF.

The Fedex estimated delivery time is from the time we ship, not from the time you place the order. Please allow 24-48 hours for order processing though we do our best to get your orders out as quickly as possible. Most tristate orders have been received next business day via Fedex-Ground.

## TIPS FOR ORDERING

Shopping Bag (0)

To quickly jump back to each category, use these links.

Use the radio button to choose the size and add the quantity below.

### To optimize your shipping rates-

We can fit 2 pint cases and 1 quart case, or 2 cases of quarts in one larger box.

- 10 Pint per case
- 8 Quarts per case

Order gallons in numbers divisible by 4.

- We can ship 1 gallon though it is not economical nor very safe.
- We can ship 2 gallons, it's somewhat economical and safer.
- Shipping 4 gallons is very economical and safe.

### Antique White Milk Paint

Store / General Finishes / Milk Paint

SKU GF-MP-ANWH

\$19.17

Size

- Pint
- Quart
- Gallon
- 5 Gallon

Quantity:

Add to Bag