



Montage Furniture Services

Parts Orders & Replacements FAQ's

Q: How will I receive the requests from Montage?

A: The default form of delivery is via fax. You may request to receive the requests via secure web portal or email. **If you instruct Montage to send the requests to a specific fax number or email address, please advise your salespeople of this so there is no confusion if they request a copy of the form to be sent.** Stores also have the option to access requests from a secure web portal.

Q: How do I access requests from the secure web portal?

A: Stores can sign up to access requests through the secure web portal by contacting the Service Dept. at 1-800-449-1476. You will be given log-in information to access the site with. Once in the site, you will select the option of "Open parts/piece replacements (# to print) from the drop down box labeled "Pick the type of claim you would like to view". Further instructions are available through the Service Dept and the web portal.

Q: What do I do when I receive a parts order or replacement request from Montage?

A: Retailers should order the replacement part or piece requested on the form and coordinate delivery of the item to the customer. If the part or piece is unavailable, please contact Montage for further instruction.

Q: What if the part or piece requested by Montage is not available?

A: Contact Montage for approval of a reselection. Montage will review the claim and send you a revised authorization form. **NO RESELECTION SHOULD BE DONE WITHOUT RECEIVING REVISED REPLACEMENT ORDERS FROM MONTAGE.**

Q: What can the customer select if a reselection is authorized?

A: The customer must select a piece similar to the original item from the same style grouping. Example: If a sofa is authorized, they must select another sofa or similar item as their reselected piece.

Q: The product has been ordered and delivered to the customer. How do I get reimbursed for this order?

A: Instructions on how to get reimbursed for a claim are on the authorization form. Retailers need to submit the following items in order to receive reimbursement for a claim:

1. A completed, signed and dated reimbursement request form.
2. A copy of the manufacturer's invoice for the replacement product, showing any freight and fuel-surcharges that are being billed back to Montage, or other acceptable documentation showing actual landed costs of the replacement product.
3. A delivery receipt for the replacement product if the customer is not side-marked on the manufacturer's invoice.

PLEASE NOTE: Incomplete documentation for reimbursements can delay receipt of your payment.

Q: What will I get reimbursed for?



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A: Montage will reimburse the Retailer the wholesale, landed costs incurred for the replacement furniture, plus any state/local sales taxes, and reasonable delivery/shipping charges to get the product to the customer.

Q: How long will it take to receive payment?

A: Please allow 15 business days for processing your request from the date it is received by Montage.

Q: Where will the check be mailed?

A: The check payment will be mailed to the address listed on the form unless a separate mailing address for the checks is specified by the account.

Q: What if I have questions?

A: Contact MFS Sales Support at 1-800-449-1476, or via email at service@montagefs.com