



LOWES – F.A.Q. Sheet for CounterBalance Products – Chemical Concepts (Vendor ID#: 62496)

\*Please have our vendor profile pulled up on your computer before continuing\*

**1. What is the Vendor # for CounterBalance/Chemical Concepts?**

- a. Our vendor # is 62496

**2. Is CounterBalance a stock or special order (SOS) vendor?**

- a. CounterBalance is currently available through SOS only. We are presently available in the USA only.

**3. How can I get in contact with you?**

- a. Phone: 267-684-1038, e-mail [info@counterbalanceshop.com](mailto:info@counterbalanceshop.com), Fax: 215-357-2754

**4. How do I go about finding the tracking information for my order?**

- a. At the end of the day (around 4:00PM EST), we submit the tracking numbers for all of the Lowe's order shipped that day via the lowelink.com ordering portal. You can expect these numbers to be available for tracking 1-2 business days after the order has been submitted to us.
- b. To access the tracking number for a particular order, please refer to the comments section within the order screen.

**5. Where can I find your literature?**

- a. Relevant literature can be found at [www.counterbalanceshop.com/lowesinfo](http://www.counterbalanceshop.com/lowesinfo). Please call to request a hard copy of our Lowes Packet by mail.

**6. What size overhang can your brackets support?**

- a. As a general rule, 3cm granite countertops can extend 6" unsupported beyond the length of the bracket as per Marble Institute of America Guidelines. Quartz and Solid Surface are less brittle and should be able to safely extend 10" beyond the bracket. 2cm granite can extend 3" unsupported beyond the bracket. See our product information sheets in our packet for recommendations specific to each bracket. [www.counterbalanceshop.com/lowesinfo](http://www.counterbalanceshop.com/lowesinfo)

**7. Which bracket do I need for my application?**

- a. Our most popular items by far are the Counterplates and the Islandbars. The Counterplates are generally for bartops mounted on kneewalls (aka ponywalls) and the Islandbars are mounted directly to cabinetry for islands and peninsulas. The Crossbars can be used on the corner of cabinets where you have an overhang on two sides. We also have other brackets for floating surfaces,

floating vanities, floating shelves, handicap accessible vanities and more. See product information sheets for more details

**8. Can you assist me with a product recommendation?**

- a. Yes. Please call 267-684-1038 or e-mail [info@counterbalanceshop.com](mailto:info@counterbalanceshop.com). If your application is complex or difficult to describe you may want to e-mail a drawing ahead of time before you call in.

**9. How many brackets do I need?**

- a. We recommend spacing all our brackets between 16-20" apart for best results.

**10. How are your brackets installed?**

- a. Installation instructions are available at [www.counterbalanceshop.com/lowesinfo](http://www.counterbalanceshop.com/lowesinfo). Our instructions are simply guidelines for typical applications as every situation is different. Our instructions may not apply for every job. Always defer to the judgement of a qualifier installer or general contractor. If you need further assistance please give us a call.

**11. I am working with a builder who needs brackets for a large commercial project. Can you provide better pricing at higher quantities?**

- a. Yes, we are able to quote bulk shipments through the Lowe's Quote Support Program (QSP). For more information please contact your internal quote support team. [QuoteSupportTeam@Lowes.com](mailto:QuoteSupportTeam@Lowes.com)

**12. How do I return an item to using the blanket RMA?**

- a. We have a blanket RMA number, which all CounterBalance returns will use in order to complete the return
  - i. RMA Number: " #LOWESRET "
- b. Please have #LOWESRET written with LARGE, CLEARLY PRINTED lettering, on the outside of the box containing the items to be returned.
  - i. If this is not done, our receiving warehouse will reject the return
- c. Using our UPS account (**UPS#178746**), have the return sent to:
  - i. 410 Pike Road, Huntingdon Valley, PA 19006
- d. Please note: There is no re-stocking fee associated

**13. Why is a certain CounterBalance product SKU not appearing in the system?**

- a. Not all of the CounterBalance products we offer have been uploaded to LOWE'S special order system. These include new additions to the product line, as well as those not regularly sought out. These items can still be ordered, but must be submitted manually using a generic item #.
  - i. Please give us a call for more specific product information (cost, MSRP pricing, lead time)
  - ii. Use generic item # 89223
  - iii. Fax or submit your manual order electronically - **Fax#: (215) 357-2754**
  - iv. Faxed orders will be filled either that day, or the following day.

- v. ***Please make sure the Ship-to address is clearly displayed. The Ship-to address is often unclear on the manual orders. Please circle or hand write the ship-to address on the PO.***

**14. Can CounterBalance orders ship Next Day Air, 2<sup>nd</sup> Day Air, or by any other special methods of transport?**

- a. No, we only ship out orders via UPS Ground. Please refer to the UPS Transit Time map, located at the end of the F.A.Q.

**15. After submitting an order via LowesLink (New Genesis), should I also fax over the order to make sure it was received?**

- a. No, please do not fax a copy of your order if a LowesLink order has been placed. We regularly check LowesLink for new orders. So in order to avoid any duplications of a purchase order, we kindly ask that they are placed using ONLY one means of order submitting, not both.

**16. Does CounterBalance accept X.P. orders?**

- a. Yes please Fax#: (215) 357-2754 or e-mail [info@counterbalanceshop.com](mailto:info@counterbalanceshop.com)
- b. ***Please make sure the Ship-to address is clearly displayed. The Ship-to address is often unclear on the manual orders. Please circle or hand write the ship-to address on the PO.***

**17. How do I go about ordering additional CounterBalance promotional literature, tri-fold brochures, and/or the CounterBalance Lowe's Display Kit?**

- a. If you find that you require additional brochures, and/or the display kit, please give us a call at **(267)684-1038** and speak with a sales representative. When you call, please provide us with:
  - i. Store Number
  - ii. Address
  - iii. The name of the person whom the shipment should be addressed
  - iv. Phone Number
  - v. Items required, along with any additional relevant information

**18. Can you send samples to my store to show to customers?**

- a. Yes, we will send out sample packs to stores upon request. Please send us an e-mail with your name, address and store #.

**19. What if I don't see a particular CounterBalance item in Lowe's inventory system, but it is listed in the CounterBalance price sheet, and I need to place an order for it?**

- a. There are some CounterBalance products that we offer, which have not yet been migrated into the Lowe's system. If you need to place an order for one of these items, a manual order is required.
- b. If you need a new, or updated, copy of the CounterBalance pricing sheet for Lowe's, visit [www.counterbalanceshop.com/lowesinfo](http://www.counterbalanceshop.com/lowesinfo). You can also give us a

call at **(267)684-1038**, and a sales representative will be glad to email or fax this sheet over to your store.

**20. What if CounterBalance does not sell the bracket that I need?**

- a. We get many ideas for new products from designers, fabricators and consumers. Please give us a call or e-mail us at [info@counterbalanceshop.com](mailto:info@counterbalanceshop.com) or give us a call at 267-684-1038 and describe what you need. We may product something similar at a later date. However, please keep in mind that we do not make custom brackets in small quantities.

**21. How do I stay informed about new products and promotions from CounterBalance?**

- a. Please send an e-mail to [info@counterbalanceshop.com](mailto:info@counterbalanceshop.com) with your name, e-mail address and store # using the subject line: "Please add to Lowes E-mail List". We will send out bulletins when new products become available. Communication may be sent through Lowes Connections and/or Sales Planner.

**22. A customer went to your website and saw some of your products at lower price than I can sell them through Lowes. Can that be right?**

- a. Our pricing and MSRP for Lowe's always includes shipping, while the prices on our retail website do not. Unless there is some short term promotional pricing on our site, the landed price to the end user should be about the same if not less through Lowes.