



Interior Designer Program Overview 2026

Application Process:

Please complete the **New Interior Designer Account Application** form and submit to your sales representative with 3 out of the 4 of the following:

- Tax ID*
- Valid membership to a major design organization (ASID, IDS, AIGA, IIDA, AIA, NKBA, CID)
- Interior design degree from an accredited university
- Photos of completed design projects (via publication, operational website, or Facebook page)

*Please also include a Resale Certificate for all applicable states, if available.

Program Minimums:

- Matouk requires a \$3000 opening order minimum.
- Matouk requires a minimum of \$7500 per year to maintain an account.

Designer Pricing:

25% off Suggested Retail Pricing

Tools:

- As an optional tool, we offer a one time 50% discount off of up to 10 swatches of your choice. Below we've listed some recommendations.
- This offer must be redeemed at the time of opening your Matouk account and can be used towards your opening order.

**Matouk Recommendations:

TOOLS

Matouk Book
(both Retail & Designer books)
Matouk Tape Book
Matouk Thread Book
QSM Swatch Book

BATH SWATCH RINGS

Milagro
Cairo

DOWN

All Season Comforter Swatch Kit
(Libero, Montreux, Valletto, Chalet)

SHEETING QUALITIES

Alba
Ansonia
Bergamo
Lowell
Nocturne
MSCFI Schumacher Sheeting & Duvets
Sheeting Qualities

Matouk Interior Designer Application



Company Information

BUSINESS NAME

ADDRESS

CITY

STATE

ZIP

PHONE

EMAIL (primary)

EMAIL (invoices)

DATE INCORPORATED (BUSINESS START DATE)

FEDERAL TAX ID

Principals

NAME

TITLE

NAME

TITLE

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Annual Minimum:

Matouk requires a minimum of \$7500 per year to maintain an account.

NAME

SIGNATURE

DATE

Thank you for choosing Matouk! We're grateful for your business and committed to ensuring you're delighted with your purchases. Here are our terms and conditions to help clarify any questions you may have.

Customer Service:

Phone: 508-742-1500

Email: customerservice@matouk.com

Hours of Operation: Monday – Friday, 8:00 am – 9:00 pm (EST)

Placing Orders and Delivery Information:

Stock Orders:

- To place an order, please log in to your NuOrder account or email orders@matouk.com
- All stock orders received are processed quickly (usually within 24 hours) and are shipped within 2-3 business days. Therefore, once placed, stock orders cannot be changed.
- Unless specified, all orders will be part shipped
- If you require a specific in-house delivery date, please contact Customer Service
- If you need expedited delivery, (ie FedEx Overnight), please note this clearly on the order or select the appropriate FedEx option in NuOrder

Custom/Special Orders:

- To receive pricing on custom orders, please reach out to your sales representative or quotes@matouk.com.
- To place a custom order, please email orders@matouk.com.
- Orders placed through orders@matouk.com will receive an emailed Sales Order Acknowledgement to the email address on file within 48 hours of receipt
- Custom orders are considered final sale and may not be canceled for any reason once the order is in production
- Lead times for custom products are noted on the corresponding page in the Matouk Book
- All monogram orders must be submitted with a Matouk Monogram Spec Sheet or Quick Ship Monogram Form (See Retailer Tools in NuOrder or contact your Sales Rep or Customer Service)
- Matouk does not accept COM (Customer's Own Material) orders under any circumstances. This includes orders for threads, tapes, etc. Matouk also will not accept for alteration any Matouk product that has been washed or used

Rush Service:

We are pleased to accommodate rush orders with the following process:

- Rush orders will be charged a fee of \$100 or 10% of order value, whichever is greater.
- Rush lead time is 2 weeks for Fall River-produced items and 3 weeks for Philippines-produced items. Applies to custom and out-of-stock items made at these locations only. Lead times may vary for large quantities.
- Requests to rush an order must be pre-approved by customerservice@matouk.com prior to order placement.
- Once approved, rush orders must be submitted as a separate order and the timeline begins once the order is entered and confirmed.
- Exclusions may apply based on product type, production capacity, or material availability.

Fees:

- Any order under \$150 will be assessed a \$7.50 minimum order fee.
- Drop ship orders under \$250 will be assessed a \$5.00 handling fee.
- Drop ship orders under \$150 will be assessed both of the above-noted fees.
- If a check is returned for insufficient funds, the account may be charged a return check fee.
- Matouk reserves the right to charge a \$15 fee if the credit card on file comes up declined or invalid. The customer will be notified via email, and will have 2 business days to contact us with a valid card.

Payment Terms and Invoicing Policies:

General Guidelines:

- First-time customers must pay for their initial order with a credit card. Customers may then apply for credit terms by filling out a Credit Application, subject to approval.
- Matouk requires a minimum of \$7500 per year to maintain an account.

Net 30 Accounts:

- Payment must be received on or before 30 days after the date of invoice. The date of the invoice is the same date your shipment leaves our Fall River, MA facility.
- If an account is 15 days past due (45 days from date of invoice), Matouk reserves the right to put the account on Credit Hold. No orders will be put into production or shipped and all custom orders will be stopped until the issue is resolved with Accounts Receivable.

Inspection of Merchandise:

- Please inspect all merchandise upon receipt, and notify Matouk within 30 days of any defects or errors. No returns will be accepted on merchandise that have been laundered or altered by anyone other than Matouk.

Return of Merchandise:

At Matouk, we want you to love what you ordered. However, if you need to make a return, we're here to help. Our Returns Policy is designed to make the process as easy and convenient as possible.

- If a return is needed, please reach out to Customer Service for assistance.
- Merchandise may not be returned under any circumstance unless a Return Merchandise Authorization (RMA) has been issued by Customer Service within 30 days of invoice. **A copy of the RMA must be included with any return, and merchandise may be returned only to:**

John Matouk & Co., Inc.
925 Airport Rd.
Fall River, MA 02720
Attn: Returns Department

- Merchandise returns will be accepted for the following:
 - o **Incorrect Stock Merchandise:** If Matouk ships an incorrect stocked item to a customer, the merchandise may be returned at no cost to the customer. Matouk will provide a FedEx shipping label with the RMA.
 - o **Stock Merchandise:** The customer can return merchandise at his or her own expense within 30 days of invoice. The lesser of a 15% re-stocking fee or a charge of \$25 will apply. Merchandise must be in original packaging and resaleable. The customer is responsible for the freight charges on the original invoice.
- **Custom Merchandise:** Matouk will not accept returns of properly produced and fulfilled custom merchandise under any circumstances.
- **Questions of Quality or Performance:** Our goal is to exceed quality and performance expectations for all products that we produce. If a customer questions product quality or performance, he or she may request an RMA to return the product to Matouk for inspection at his or her own expense. If a defect is confirmed on a custom-made product, Matouk will have the right to repair the item within 5 business days. If a defect is confirmed on a stock product, the customer may decide whether to take a credit for the returned product or request a replacement. In either case, Matouk will reimburse the customer for return shipping.

Pricing:

- Current pricing is reflected in the 2026 Designer Matouk Book.
- Purchase orders without prices are subject to the current prevailing price upon receipt.

Sales Tax:

- If you believe your purchases are exempt from sales tax, you must provide a valid sales tax exemption certificate(s) (or state-required form) or multi-jurisdiction form for each state(s) in which your account is exempt from sales tax. If your exemption certificate has an expiration date, you must provide an updated certificate prior to the expiration date. Failure to provide a valid exemption certificate will require Matouk to charge sales tax as applicable, which will be the customer's responsibility to pay.
- Matouk is required by law to collect sales tax for most states as required by sales and use tax laws of the particular state. Additional states will be added as required by the state's sales and use tax laws and regulations. A list of current states where Matouk collects sales tax is available upon request.
- Sales tax will be calculated by using the tax rate in the destination zip code and applying it to the value of the order as required by individual state laws.