

**Q. Can you please provide a brief overview of your Quick Ship program?**

Zeftron provides probably the quickest commercial carpet yarn delivery model in the industry. In fact, even though we use the term "Quick Ship," it is actually the standard of service we provide to our customers on every order, not just for specific orders or for specific yarns. We stock and inventory every one of our colors across our entire color offering. Because of this, customers can expect to receive delivery on any one of our 125 premium solution-dyed colors within 2 to 3 days after we've received their order.

We're able to offer this industry-leading quick ship service as a standard offering due to streamlined delivery logistics. A few years ago we shifted our yarn manufacturing operations from a plant more than 350 miles away to one here in Dalton. This enabled us to have our yarn production capabilities and a warehouse for our entire inventory in one central location. Our mill partners in Dalton can actually get their orders sometimes within one business day!

**Q. Are there restrictions to the color line inventory that is available via Quick Ship?**

Because the Quick Ship is actually part of our standard service offering and yarns across our entire color line are in stock and available, most of the time there are no restrictions. The only time there might be a "restriction" is when we receive an usually large order size that exceeds our in-stock inventory for a specific color. When that's the case, we can typically deliver that order within weeks, not months.

**Q. Why is the Quick Ship program important to today's carpet mills? How does it meet their needs and the broader marketplace demands?**

Our ability to have every one of our colors inventoried and shipped within 2 to 3 business days is important for several reasons. First, we all live in a fast-paced world: Designers and their clients expect fast delivery these days for their projects and the products they specify. Second, it allows our mill partners to schedule production for their customers' order(s) in a timely and efficient manner. When our customers know they can rely on a solid delivery date for their yarn orders, they can effectively schedule their manufacturing to meet their customers' required delivery date. This provides a huge peace-of-mind for our mill partners.

**Q. Can you describe a situation when the Quick Ship program helped a customer?**

One of our mill partners needed multiple colors in a hurry for a new collection they were introducing in advance of a major hospitality trade show. We were able to deliver all 14 of the colors they needed in time. Thanks to our quick delivery, our mill partner was able to showcase their new collection at the show and have samples available for their sales team to support the launch nationally and on time.

**Q. Can a carpet mill that is not a current customer take advantage of this? If so, what are the pricing considerations and next steps they need to take?**

New customers wanting to take advantage of our quick ship capabilities and begin using our superior solution-dyed nylon 6 colors can do so quickly and easily. All they need to do is contact me directly to apply and become established as a customer in our system. Once approved, they can enjoy all the benefits that come with our quick ship capabilities and as a Zeftron nylon mill partner.

Mills wanting apply or needing more information can contact me at:

Tim Blount  
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