

Closet City is joining forces with



Closet City Acquisition FAQs

Closet City has joined the Diplomat Closet Design and ClosetParts family to form one of the area's largest and most trusted groups of wholesale closet supply, as well as custom design and installation businesses.

Review the FAQs listed below, to learn more about how we can serve your needs!



▶ **It is not the same thing that happened to Plus Closets, is it?**

No, we are still operating business as usual!

▶ **Do I need to find a new vendor?**

No, you will still work with the same representatives you have developed a relationship with.

▶ **What new offerings are you going to have?**

New color selections will be shared soon! You will have a larger catalog of options to choose from!

▶ **Do you offer discounts on showrooms?**

Contact your sales representative for showroom discounts.

▶ **How far do you deliver material?**

100 miles of any ClosetParts manufacturing facility. Pick-up, LTL shipping, or Private Courier shipping options are also available.

▶ **Do I have to buy in bulk or can I purchase by the job?**

You can purchase by the job.

▶ **Do you offer credit lines?**

Contact your sales representative to discuss credit line options.

▶ **When did this take place/happen?**

June 27, 2022

▶ **Does this mean you will be relocating again?**

No, we will be keeping our Harleysville manufacturing facility in addition to our West Chester location.

▶ **Will this shorten the lead times?**

We are working towards this goal! We are investing in our facility and machinery to work towards a shorter lead time for all dealers.

▶ **Will you be making doors/drawers in the house?**

By the end of the year, we will be making 5-piece door and drawer faces in-house for quicker lead times.

▶ **Will we still be able to order “Stock Sizes”?**

Yes!

▶ **Can I give a deposit or do I have to pay in full upfront?**

Orders are paid in full upfront. If you have an existing contract with different terms please refer to your sales representative.

▶ **Do you have a larger/different catalog I can select from now?**

Yes, all new offerings will be shared soon.

▶ **Will I still be directing my questions and/or concerns about orders to the same people?**

Yes, your team of contacts is not changing.

▶ **Will this also apply to retail customers?**

Yes, your sales representative will not be changing.

▶ **Will you be honoring the transferable limited lifetime warranty?**

Yes, if you have the original contract and paperwork we will honor the warranty.

▶ **Do I use the same Allmoxy account or will I have to create a new one?**

You will use the same Allmoxy account.

▶ **Do you award territories?**

Contracted dealers with substantial volume can determine their territory and we will honor their requests.

▶ **Will my orders be shipped out of multiple locations?**

No, at this time your order will be processed out of the same facility you are accustomed to.

▶ **Will this affect the quality of the product?**

No, our goal is to strengthen our quality control and deliver an exceptional product.

▶ **Will you continue to offer the same hardware/material/finishes?**

Yes!

Additional questions?

CONTACT US

For questions about wholesale closet systems visit closetparts.com

For additional questions about custom closet and organizational design visit diplomatchlosetdesign.com