

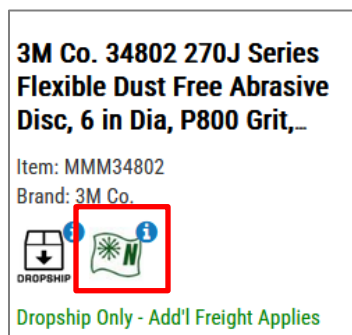


ISN and National Oak – Better Together on ToolWEB

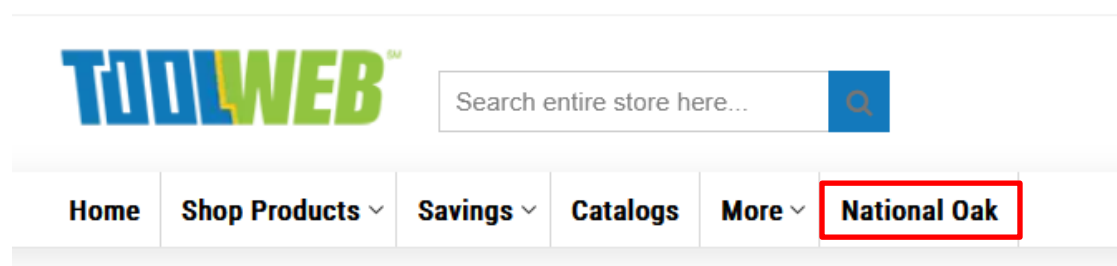
As a valued ISN customer, you now have access to thousands of paint & body equipment products from over 75 manufacturers previously unavailable through ISN to help grow your business.

How do I know if an item is shipping from National Oak?

Products fulfilled by National Oak will be marked with a badge of the NOD logo, as shown below.



We've made it easy to browse all the products you can now access through our partnership with National Oak. You can access a dedicated National Oak section [here](#) or via our site menu. You will also be able to browse all National Oak products throughout our regular product categories and through ToolWEB's search feature.



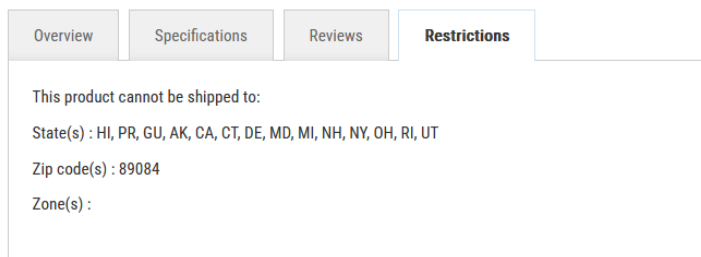


How will I know if a product can't be shipped to my address?

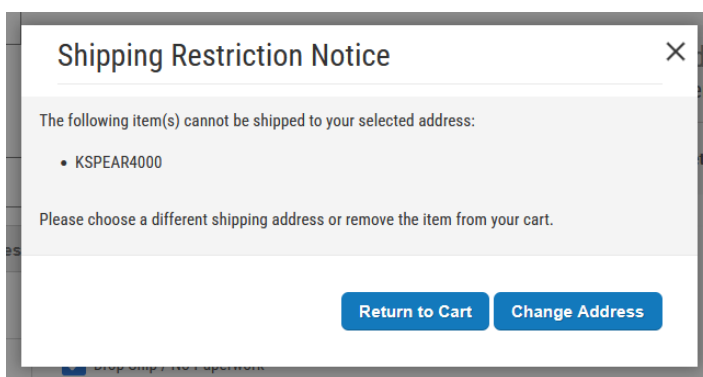
Some items sold by National Oak are subject to regulations and cannot be shipped to certain states and zip codes. If an item has shipping address restrictions, it will have a badge assigned to it:



More detailed information can be found on the Restrictions tab on the product page:



After you choose a shipping address in checkout, your order will be checked to see if it violates any restrictions. If an item can't be shipped to your chosen address, you will see a pop-up alert and you'll be given the opportunity to remove the item from your order or change your shipping address.





What is changing in checkout?

Items shipped from National Oak will have a similar purchasing experience as other drop ship items offered by ISN, but will not allow will-call pickup, third party billing, or shipping methods other than Ground. *Your order will be reviewed once it drops into our system and shipping methods will be adjusted as necessary.*

As noted previously, your cart will be also checked for products that cannot be shipped to your chosen address and you will be prompted to adjust your order if needed.

In addition, products fulfilled by National Oak will be subject to a separate freight policy, noted below.

National Oak Shipping Policy:

Shipments under 400lbs will ship parcel delivery **

- Prepaid parcel for NOD items is \$375
 - A flat fee of \$25 will be applied if your order does not meet this minimum requirement.

*** Note: Depending on products purchased and packaging materials required, orders may be shipped LTL as a precautionary measure at parcel rate.*

Shipment over 400lbs or containing LTL items will ship LTL

- Prepaid LTL for NOD is \$1500
 - A flat fee of \$125 will be applied if your order does not meet this minimum requirement.

If applicable, the drop ship fee will be reflected in your order total, separate from any ISN shipping charges.



Order Summary	
Cart Subtotal	\$53.34
National Oak Drop Ship Fee	\$25.00
Shipping	Per Policy
Tax	\$3.53
Order Total	\$81.87

Can I review my orders after submission?

All orders are visible in [Order History](#) in your account area. As items are shipped by National Oak, you will be able to see your tracking information via the Invoices tab.

When can I expect to receive products shipped from National Oak?

You have access to inventory across all 20 warehouses in the National Oak distribution network and may receive your order in multiple shipments. Most items can be expected within 2 business days.

Can I submit backorders to the NOD Network?

While we will only be featuring in stock National Oak products on ToolWEB.com, you can reach out to ISN customer service to backorder any product offered by National Oak through ISN.

What is the order cut off time to receive same day shipping on NOD items?

For parcel delivery, orders must be placed by 5 pm. For LTL, orders must be placed by 2 pm.

How do I submit a return?

To initiate a return for a product fulfilled by National Oak, please contact customer service at (800) 491-8665 or salesupport@isnweb.com.



Who should I call if I have any questions or issues with NOD products?

Please reach out to ISN Customer service with any concerns:

(800) 491-8665

salesupport@isnweb.com