**M&CC PORTAL REQUEST GUIDELINES**

**THE FOLLOWING ARE TO BE REQUESTED ON THE M&CC PORTAL**

1. **WARRANTY QUESTIONS OF ALL TYPES (IE. WATER DAMAGE, HARDWARE DEFECTS, QC ISSUES, ETC.).**
2. **TRANSPORT DAMAGES.**
3. **DAMAGE TO CABINETS DURING AND AFTER INSTALL.**
4. **QUALITY CONTROL ISSUES OF ALL TYPES.**
5. **ALL EXTRA DISCOUNT REQUESTS.**
6. **PARTS REQUESTS (FILLERS, MISSING PARTS, ETC.).**

**PLEASE SUPPLY PHOTOS, COPY OF DWGS ANNOTATED WITH SPECIFIC REQUESTS, COPY OF ORIGINAL SALES ORDER, IF NECESSARY AND ANY ADDITIONAL PERTINENT INFORMATION. ATTACH TO THE ORIGINAL TICKET REQUEST. YOUR COOPERATION IN THIS MATTER IS GREATLY APPRECIATED.**

**ADDITIONAL REQUEST CONDUITS**

1. **ORDERS TO:** **ORDERS@MCCDENTAL.COM**
2. **QUOTES/QUOTE REVISIONS TO:** **QUOTES@MCCDENTAL.COM**
3. **SHIPPING REQUESTS FOR SHIP DATES:** **SHIPPING@MCCDENTAL.COM**
4. **REQUESTS NOT MENTIONED ABOVE TO:** **CUSTOMERSERVICE@MCCDENTAL.COM**