

ORDERING INFORMATION

PRICING

All prices are suggested retail and are subject to change without notice. Visit our websites or contact Customer Support for the latest pricing. Prices in effect at the time of shipment will prevail. We reserve the right to make changes in prices, models, fabrics, finishes, materials and specifications, and also discontinue models and options at any time without notice.

ORDERS

Specify model number, quantity, desired delivery date and all other applicable information. Order templates can be found in the applicable Price Guide. Orders will be accepted with an acknowledgment form governing the transaction. In the event an error is made in the manufacture of the product the acknowledgement will be used as the resolution document. Submit orders by email or fax:

SitOnIt Seating

Email: purchaseorder@exemplis.com
Fax: (714) 995-4855

IDEON

Email: purchaseorder@ideondesign.com
Fax: (714) 995-4855

ORDER SIZE

No minimum order is required. Large orders may require additional lead time:

SitOnIt Seating

All orders in excess of 250 units

IDEON

Aviera: 50+ seat positions
Arioso, Compositum and Visit: 25+ seat positions

Contact Customer Support for details.

QUANTITY DISCOUNTS

Quantity discounts for CAL 133 textiles and some shipping methods are available. See the appropriate Price Guide or contact Customer Support for more information.

CHANGE ORDERS

Orders which have entered into production may not be changed. All changes on customer orders previously acknowledged must be requested in writing and are subject to approval. Requests for changes are not deemed accepted until acknowledged. In the event a revision is accepted, change fees may apply.

PRODUCT MODIFICATION

Special requests are available and additional charges will be determined per quotation. Up to five working days are required after the special request is received to prepare a quotation. Contact Customer Support for details.

CANCELLATION AND RETURNS

Orders that have entered any stage of production cannot be cancelled. Request for cancellations are not accepted until acknowledged. In the event a cancellation is accepted, cancellation charges may be imposed for the entire amount of the order. Authorization for return must be requested from and approved by Customer Support prior to the return of the merchandise. Returns may be subject to a restocking charge equivalent to 40% of the net order plus freight. Unauthorized returns will not be accepted.

LEAD TIME

We have thousands of carded textiles – including vinyl and leather – that ship in two, five or ten days. For a complete listing of textile lead times, see the Carded Textile Program section of the Textile Information Guide or visit the Textiles tab on our websites. Graded-in, COM and COL orders start production when the textile arrives from the manufacturer.

SitOnIt Seating

Lead time is 2, 5 or 10 days based on the textile. Plastic shell colors are available in two-days to three-weeks. Tablet arms require 3-weeks.

IDEON

Lead time is 10-days.

Orders received by 10 a.m. Pacific Time begin assembly the next day. Orders that are “On Hold” will begin production only when all holds are released. Types of holds include:

- Credit Hold for issues related to billing and invoicing.
- Incomplete Hold if the purchase order is incomplete or illegible.
- Pricing Hold if the price on the purchase order does not match the pricing shown in the Price Guide or in our computer system.
- New Fabric Hold for non-standard textile orders without an inventory part number.
- Graded Hold is placed by the Purchasing Department while confirming delivery of graded fabric from the vendor.

Customer Service will notify you of any holds placed on your order.

MULTI-UPHOLSTERY

The multi-upholstery option allows one fabric to be selected for the back and a different fabric for the seat. Multi-upholstery pricing is different for SitOnIt Seating and IDEON.

SitOnIt Seating

Upholstery pricing is based on both seat and back being the same textile. Otherwise:

- If two fabrics of the same grade are chosen, one grade level will be added to the upholstery price. Example: grade 4 for the seat and a different grade 4 for the back, the upholstery price will be grade 5 for both.
- If two fabrics of different grades are chosen, the final upholstery price will be based on the highest grade. Example: grade 2 for the seat and grade 3 for the back, the upholstery price will be grade 3. For both.

IDEON

A standard upcharge applies to all multi-upholstery orders. Different fabrics and grades may be combined because back, seat, arm and valance are separately priced.

- Add the single multi-upholstery upcharge to the cost of the components. Example: upcharge + any grade price for the seat + any grade price for the back + any grade price for the arm.

PRODUCT AND DESIGN CHANGES

We reserve the right to discontinue product lines, models and parts at any time. We also reserve the right to make changes in design and material when such action is deemed to be an improvement in design, function and/or construction.

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MINIMUMS

SitOnIt Seating

There is no minimum requirement. Standard transportation freight costs are included in the price of the product.

IDEON

The freight program is designed to be delivered freight prepaid to the designated consignee, based upon a minimum of three or more items. If the shipment does not meet the minimum unit requirement, a freight surcharge of \$95 net per shipment will be assessed. Multiple orders for IDEON products may be combined to meet the three piece minimum requirement, as long as all items are shipping on the same day to the same delivery location. Due to different carriers and shipping methods IDEON cannot be combined with SitOnIt Seating products to meet the three piece requirement.

FREIGHT TERMS

Freight terms apply to the continental US only. This excludes Alaska and Hawaii. All standard transportation services and freight costs are included in the price of our products. We ship Freight Prepaid and Allowed, FOB, Origin. The Customer takes possession of the physical goods at the time of shipping. We are not responsible for in-transit damage. In the event of damage the customer is responsible for filing any claims with the carrier.

Shipments outside the contiguous U.S. are shipped to the point of embarkation free of charge, if the shipment meets the minimum requirement. All subsequent freight charges will be at the customer's expense, shipped collect.

Because of the fluctuation of fuel prices we reserve the right to impose fuel surcharges for any shipments.

SHIPPING

Standard shipments are made via common carrier, unless otherwise specified. Special routing requests made by the customer or the consignee may result in additional charges.

Standard deliveries are dock-to-dock and are scheduled to occur Monday through Friday between 8 a.m. and 5 p.m., based on our published transit times. We will not be held responsible for issues or costs arising from carrier transit delays, missed delivery appointments, etc. We reserve the right to charge for non-standard customer delivery requirements that may include order deliveries, inside deliveries, etc. For information concerning these charges contact Customer Support.

Shipments are not guaranteed. Expedited service is available at an additional cost. We will work to arrange a specific delivery timetable with the carrier. Expedited services contracted with carriers are done solely at the request of the customer, and we in no way assume responsibility, either financial or otherwise, for any costs incurred as a result of a service failure on an expedited shipment. Contact Customer Support for more information.

FREIGHT DAMAGE

We are not responsible for product damage occurring in transit or during storage. Before accepting a shipment from the carrier, carefully review the packing list and inspect the quantity and condition of the items. Promptly document all visible damage on the Bill of Lading and request a carrier inspection of the product. In the event of damage, accept the order and contact Customer Support for issue resolution. Concealed damage must be reported in writing within 15 days of accepting delivery. We will take all reasonable steps to assist customers in resolving claims for loss or damage.

WILL CALL

Customers with Will Call orders will be notified once orders are ready to be picked up. Customers will have three business days from notification to pick up the order. If the order is not picked up within this time frame storage charges will start at a rate of \$30 per business day until the order has been claimed.

INVOICING

Invoicing is triggered when the product ships.