



Share with us what you designed and tell us where to send it

## IDEON Ordering Information and Freight Program

Beyond producing beautiful, well-crafted furniture, our business relies on a couple of fundamentals—being able to receive and deliver your order accurately. It's a simple concept, really. And we've put a lot of thought into it to make sure it stays that way.

### Keeping your orders in order

Here are a few rules and regs to help you understand our ordering process to ensure you get what you want, when you want it.

- **Minimum order size**  
No minimum order required. Please see IDEON freight program for possible additional freight charges on minimum quantities.
- **Prices**  
All prices are suggested list and are subject to change without notice. Prices in effect at the time of order will prevail.
- **Change orders**  
Orders that have entered any stage of 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 accepted until acknowledged by IDEON. In the event revision is accepted, change fees may apply.
- **Design**  
IDEON reserves the right to make changes in design and material, as well as discontinuance of parts and units when such action is deemed to be an improvement in design, function and/or construction.
- **Custom Designs**  
IDEON empowers customers with extensive control over product design, including multi-upholstery options. As such, some configurations may require visual verification prior to production. Visual verification orders will not be scheduled for production or acknowledged with a ship date until the customer has approved the visual image.
- **Product Modifications**  
IDEON has been structured to respond to product modifications. Please contact customer support for more information and the

feasibility of the modification. Additional charges and lead-time may apply.

- **Cancellation and Returns**

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

#### Special delivery

The IDEON Freight Program is designed to ensure your order arrives undamaged and on time. While we might not have a vast workforce of seasonal elves who work for candy canes to make this happen (like some people – you know who you are!), we do have some simple guidelines.

1. IDEON merchandise is shipped F.O.B. California, freight prepaid and allowed. Shipments may be cartoned or wrapped at IDEON discretion. To request a specific shipping method, please contact Customer Support for feasibility, lead-time and quote.
2. Product shipped via this freight program are for normal delivery only and do not include inside delivery, installation, unpacking or the removal of cartoning materials. Reconsignment charges are the responsibility of the customer. Any request for carrier “pre-delivery” notification should be noted on the purchase order. Additional charges will be determined on a per shipment basis. IDEON reserves the right to ship via the most appropriate carrier and/or routing on all shipments. IDEON may use separate carriers for seating and table products. If the customer specifies a carrier, other than the pre-approved carrier, freight will ship collect at the customer’s expense via that carrier.
3. The freight program is designed to be delivered freight prepaid to the designed consignee, based upon minimum of three or more furniture items. If the shipment does not meet the minimum unit requirement, a freight surcharge of \$95 NET per shipment will be assessed.
4. Shipments are FOB origin. Title to all goods passes to the purchaser by the transportation company upon receipt. IDEON is not liable for any damages to products that occur during transit or storage. The carrier assumes all responsibility upon acceptance of product. It is the responsibility of the purchaser or consignee to report damage, concealed or otherwise to the carrier promptly upon receipt, and to file any claims with the carrier for loss or damage. No product should be refused. If products are received damaged, a written exception should be made on the bill of lading and an immediate inspection be requested of the carrier. Concealed damage must be reported to the carrier within 15 days of receipt. Failure to make claims shall constitute acceptance

of the products and waiver any claims of defects, errors or shortages. Although IDEON will gladly assist with freight claim collections, they are not to be deducted from settlement of IDEON invoices.

5. This program does not apply to the shipment of textiles and/or components.
6. 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.
7. Due to the fluctuation of fuel prices, IDEON reserves the right to impose fuel surcharges to invoices for any shipments.