

# TERMS + CONDITIONS // TABLE OF CONTENTS

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# TERMS + CONDITIONS // GENERAL INFORMATION

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## INTRODUCTION:

Established in 1979, Arcadia has been serving the interior design community through well-crafted product, manufacturing expertise and a focus on providing value beyond furniture. By maintaining both a service-oriented perspective and an easy-to-do-business-with mindset, we have become a leading supplier of seating and table options for contract furniture markets that include corporate offices, educational institutions, healthcare, hospitality, government facilities and more.

The following represents all relevant ordering procedures, conditions of sale and shipping information that will allow you, the customer, an easy path to receiving the quality product that you order. Additionally, our client services staff and Sales Representatives are available to assist with any questions you may have.

## PRICING:

All prices reflect standard products only. We reserve the right to modify prices without prior notification.

## TERMS:

Net 30 days to credit approved accounts. The customer will be liable for any costs incurred in attempting collection of past due amounts, including collection and/or attorney's fees. Past due accounts are subject to a 1% late charge for each month after 30 days.

## CREDIT:

A line of credit may be established upon acceptance of satisfactory references, including the completion and signing of our Credit Application Form. All new customers are required to remit 50% of the invoice amount with the placement of the purchase order, with the remaining balance due before the merchandise is released for shipment. Custom furniture specifications may require the remittance of a deposit, for both new and existing customers with an established credit approved account.

## ORDER ACKNOWLEDGEMENT:

An order acknowledgement will be made for each order and indicates final production specifications. Customers should review our acknowledgement, notwithstanding any variance in terms and conditions set forth on the customer's order form.

Orders will not be acknowledged or entered for production until all specification information is complete. Upon final acceptance of the order by the factory, orders will be scheduled for production. **Please be advised that receipt of any COM/COL or custom finish approval must arrive a minimum of 15 working days prior to the scheduled shipment date or the actual ship date may be extended by approximately 5-10 working days.** Contact client services for exact shipping lead times.

## ORDERING PROCEDURES:

To avoid unnecessary order entry delays, please be sure each order specifies the following information:

- |  |  |
|--|--|
| 1. Quantity                                    | 7. Options (list with each specific product)           |
| 2. Model number                                | 8. Drawing for modular seating configurations          |
| 3. Item description                            | 9. Shipping destination, contact name and phone number |
| 4. Size, as applicable                         | 10. Purchase order number                              |
| 5. Finish (wood and/or metal finish)           | 11. Required arrival date, if applicable               |
| 6. Fabric (including any special instructions) | 12. Special instructions, if any                       |

## ORDER CHANGES OR CANCELLATIONS:

Arcadia must approve all order changes and/or modifications. Additions or modifications to acknowledged orders may be subject to rescheduling of said order. Cancellations, partial or otherwise, may be subject to restocking fees pending where the order is in the production process. **Any items, once fully manufactured and ready to ship, cannot be cancelled.** Contact client services for applicable charges.

## CUSTOMER EXTENDED SHIP DATES:

Orders submitted with prolonged ship dates, as well as requests to delay shipment after an order has been scheduled, will be subject to price adjustments to correlate with pricing in effect at time of shipment.

## DELIVERY INFORMATION:

All products are shipped F.O.B. La Palma, California, freight prepaid and allowed. Title to the product passes from Arcadia to the purchaser upon receipt of product by the transportation company. The transportation company, however, assumes all responsibility from acceptance of shipment through final delivery.

Freight charges are included in all prices herein. Shipments that do not meet minimum value requirements for respective shipping territories are subject to a freight surcharge. The Delivered Freight Program is explained in detail on page 12.

# TERMS + CONDITIONS // GENERAL INFORMATION

## CLAIMS:

Do not refuse merchandise damaged in transit. All shipments are picked up by the transportation company in good condition. Arcadia's liability ceases at that time. If shipment arrives damaged or short, you should first inspect all cartons/crates immediately and note any visible damage or shortages on the delivery receipt.

## PRODUCT WARRANTY:

Arcadia provides a lifetime warranty for all seating and table products to be free from defects in material and workmanship on structural frame components. All other materials fall under the applicable warranty periods listed in the table below. Customer's Own Materials (COM/ COL) are not included in this warranty. Please consult with upholstery material suppliers for performance criteria of individual selections.

<b>10-YEAR WARRANTY</b>	Foam Exposed Wood Components Tables Tablets
<b>4-YEAR WARRANTY</b>	Casters
<b>2-YEAR WARRANTY</b>	Stool Footrings
<b>1-YEAR WARRANTY</b> (or the extent the manufacturer will warrant further, whichever is lesser)	Fabrics (excluding COM) Electrical/Data Units

This warranty does not include damages from normal wear and tear. Normal wear and tear is defined as single shift service (eight (8) hours per day), five (5) days per week. Arcadia assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration or negligent use of the product.

The warranty provisions set forth above are expressly in lieu of all other warranties, express, statutory or implied in fact or by law, and all remedies against. There are no implied warranties of merchantability or fitness for a particular purpose made by Arcadia in connection with the sale or use of any such article of furniture.

If a defect in material or workmanship has occurred, Arcadia reserves the right to determine if the problem has occurred under normal use. The defective product will be repaired or replaced at the option of Arcadia, free of charge to the customer. Field labor and service(s) are not covered under this warranty.

Warranty claims should be submitted, in writing, with a detailed explanation of the occurrence to our client services department.

**LIMITATION ON LIABILITY: IN NO EVENT SHALL ARCADIA BE LIABLE TO THE PURCHASER FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES OR LOST PROFITS, EVEN IF ARCADIA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, hence the above restrictions or exclusions may not apply. This warranty provides you with specific legal rights and you may also have other rights that vary from state to state.

## WAREHOUSE AND STORAGE:

Due to limited storage space, orders will be shipped when completed. If storage is required, a fee of 3% of the order value will be applied per month, pending availability of space. Additionally, the order will be invoiced and payment due in accordance with the terms of the acknowledgement. Orders for which payment has not been received, the merchandise may be shipped to storage facilities at the customer's expense.

## PRODUCT DESIGN:

We reserve the right to alter our product design for the purpose of construction improvement, without notification. Weights and measurements are approximate and subject to change without notice.

# TERMS + CONDITIONS // CUSTOMER'S OWN MATERIAL

**GENERAL INFORMATION:**

COM should be shipped prepaid to:

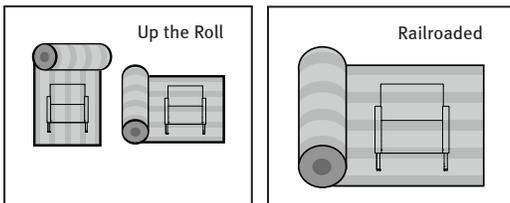
**Arcadia**  
**Attn: COM Department**  
**6892 Marlin Circle**  
**La Palma, CA 90623**

All packages should be marked with customer's name, customer's order number and items to be covered. Collect shipments of COM/COL fabrics will not be accepted. Please furnish a sample cutting of COM or COL with the original purchase order so that identification of COM/COL can be verified. In the absence of specific written instructions accompanying the order, fabrics will be cut, seamed and applied at our discretion and at the customer's risk. An additional fee may be assessed for COM or COM materials that are deemed atypical should additional labor be required to cut, sew and/or match said materials.

While we inspect fabrics for mill imperfections, some are difficult to recognize. As such, we cannot be responsible for defects, color inaccuracies, dye lot variations and other flaws and suggest that our customers inspect fabrics before furnishing them. Under no circumstances will we assume responsibility for COM/COL shortages, flaws or other such problems. While we make a concerted effort to control COM/COL fabrics, it is not our responsibility to police the receipt of COM/COL's in order to meet delivery deadlines and we assume that customers are aware of any undue delay in the delivery of their COM/COL fabrics.

**FABRIC APPLICATION:**

COM fabric is cut "up the roll" as a standard cutting procedure (see chart below). Customer must specify that the fabric be cut in another direction (i.e. "railroad"). We reserve the right to railroad fabric whenever possible to avoid seams in large upholstered areas and/or single cushion units.



It is imperative that all COM fabrics sent to us are "backed" with, at a minimum, an acrylic or similar backing. We cannot be responsible for stretching of fabrics which are not "backed" subsequent to the upholstery process. Additionally, we cannot be held responsible for the appearance, behavior, quality or performance of any COM as well as COM's that are rolled reversed by the fabric supplier.

The application of patterned fabrics on curved seating units will be stitched to match pattern requirements. Geometric, linear and striped fabrics will be stitched together to provide the best match, however, a "V" pattern may be the result which is not considered to be a flaw. Additionally, due to varied stretch properties among fabrics, slight wrinkling or puddling may occur. Contact our client services department for any concerns regarding upholstery selections.

**YARDAGE REQUIREMENTS:**

COM yardage requirements shown in this Price List are based on using fabric which is plain (i.e. non-directional) and a full 54" wide. Fabrics that involve matching repeats and/or are of narrower widths will require additional yardage. Use the chart below to determine the necessary additional yardage for fabrics with repeats:

If you are using a printed or striped fabric with a repeat, use this table:

FABRIC REPEAT	INCREASE COM REQUIREMENT BY:
4.75" and under	0%
5" - 10.75"	12%
11" - 15.75"	18%
16" - 20.75"	25%
21" and over	40%

For upholstery fabrics that are less than 54" wide, please contact client services for additional yardage requirements. Specific models and quantities will determine final yardage amounts.

# TERMS + CONDITIONS // CUSTOMER'S OWN MATERIAL, CONTINUED

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## YARDAGE REQUIREMENTS, CONTINUED:

Yardage requirements may also be less than indicated on large quantity orders. Contact client services with specific models and quantities for exact yardage required.

Leftover COM (to include COV and COL) material of 10 yards or less will be disposed of unless noted on the purchase order to return. Shipping of leftover COM will be at the customer's expense.

## CUSTOMER'S OWN LEATHER (COL):

Customer's leather must meet our standard of no more than three defects per hide. We use a conversion factor of 20 square feet per yard, unless otherwise noted herein, to determine the usable square footage for side chairs. COL requirements on lounge pieces are noted within each lounge series. COL is priced as Grade 3.

## ARCADIA VINYL/POLYURETHANE:

Arcadia offers selected vinyl/polyurethane upholstery options in addition to accepting Customer's Own Vinyl (COV). To determine grade-in pricing for vinyls/polyurethanes not included in Arcadia's standard program, please contact client services for assistance. Customer's Own Vinyl (COV) is priced out as COM.

Due to the inherent stretch properties of 100% polyurethane, puddling or sagging is more likely to occur on the majority of these fabrics. For high traffic areas, alternate upholstery is recommended.

## UPHOLSTERY COMBINATIONS:

For fabric, vinyl or leather upholstery combinations, pricing will be based on the following\*:

- » When combining **two** COM/COV/COL fabrics, or fabrics with the same grade, add \$120 List per unit.
- » When combining **three or more** COM/COV/COL fabrics, or fabrics with the same grade, add \$150 List per unit.
- » When combining different grades of fabric, price will be based on the highest grade specified.

\*Excludes the Co-op series and TOOtheLOUNGE booth models. Please refer to individual price lists for applicable upcharge amounts.

## MOISTURE BARRIER:

Arcadia offers an optional moisture barrier to seats only on all seating products. Please specify appropriate option code next to chair model number and add the following (per unit).

Option Code	Description	List
MB01	Guest Chairs	\$69
MB02	Bariatric Chairs, Lounge Seating, Ottomans and Single-Seat Benches	\$133
MB03	Love Seats and Two-Seat Benches	\$201
MB04	Three-Seat Benches	\$234
MB05	Sofas	\$297

For products not listed above, please contact client services for assistance.

## FIRE RESISTANCE:

Due to the vast choice of fabrics with varying degrees of flame retardancy, we suggest you consult the published technical data of the fabric supplier. Fabrics, vinyl and/or leathers offered by Arcadia meet, as a minimum, California Technical Bulletin #117-2013. Although this Bulletin relates to fabrics as well as resilient filling materials (i.e. foam and dacron), all Arcadia products conform to this standard. Consult the individual Arcadia fabric cards to review fabric specifications that are inherent in each fabric offered. Arcadia assumes no responsibility for the flame retardancy of any COM.

# TERMS + CONDITIONS // FABRIC INFORMATION

## FABRIC CARE AND MAINTENANCE:

Most fabrics feature cleaning codes as reflected below:

### Code S

- » Only mild, pure water-free dry cleaning may be used for cleaning.
- » Cleaning by a professional furniture service is recommended.

### Code W-S

- » Water base cleaning agents and foam may be used for cleaning. This fabric may also be cleaned with mild, water-free solvents.
- » Cleaning by a professional furniture service is recommended.

Please refer to individual textile manufacturer's website for additional information regarding the care and maintenance of specific fabrics.

### Cleaning of Arcadia leather, polyurethane and vinyl upholstery materials is as follows:

- » Remove as much soil or staining material by brushing or wiping with a soft cloth or similar material.
- » Use warm water and mild soap to remove most soil and stains.
- » Do not use furniture polishes, oils, solvents, abrasive cleaners, ammonia or wax.

## ADDITIONAL FABRIC PROGRAMS:

Refer to the current selection of fabric and leather presentation cards for a curated selection of textiles, coated fabrics and leather for upholstery. Along with these fabrics, Arcadia, in conjunction with the textile brands below, offers a comprehensive grade-in program to allow our customers to simplify the ordering of products and fabrics at one time.

Refer to the Textile Partner Program brochure or Grade-In/Approved Fabric Listing on the Arcadia website for current grades ranging from A to 8. To obtain pricing for patterns above a Grade 8, please contact our client services department at [clientservices@arcadiacontract.com](mailto:clientservices@arcadiacontract.com) or 800.585.5957.

Patterns represented in the Textile Partner Program brochure reflect the full offering of our textile partners and may not be compatible with all products. Please contact client services or reference the Grade-In/Approved Fabric Listing online to verify that the selected fabric has been approved for your specification.












# TERMS + CONDITIONS // FINISHES

## WOOD FINISHES:

The Arcadia standard wood finishes available on our products are listed as follows:

### Ash

AS0305 White Oak on Ash  
 AS0415 Walnut on Ash  
 AS0515 Cocoa Ash  
 AS0615 Kona Ash  
 AS0705 Smoky Umber Ash  
 AS0805 Slate Grey Ash  
 AS0915 Ebony Ash  
 AS1005 Alabaster Ash  
 AS1105 Sand Ash  
 AS1200 Super Matte Sable Ash

### Beech

BE0105 Natural Beech  
 BE0515 Cocoa Beech  
 BE0615 Kona Beech  
 BE0805 Slate Grey Beech  
 BE0915 Ebony Beech  
 BE1200 Super Matte Sable Beech

### Maple

MA0105 Natural Maple  
 MA0205 Natural Beech on Maple  
 MA0515 Cocoa Maple  
 MA0615 Kona Maple  
 MA0915 Ebony Maple  
 MA1200 Super Matte Sable Maple

### White Oak

WH0105 Natural White Oak  
 WH0405 Walnut on Oak  
 WH0515 Cocoa Oak  
 WH0615 Kona Oak  
 WH0705 Smoky Umber Oak  
 WH0805 Slate Grey Oak  
 WH0915 Ebony Oak  
 WH1005 Alabaster Oak  
 WH1105 Sand Oak  
 WH1200 Super Matte Sable Oak

### Walnut

WA0105 Natural Walnut

Please refer to the Arcadia website for digital representations or contact Arcadia's literature fulfillment department for actual samples.

Arcadia uses the following wood species within our product lines: maple, beech, white oak, walnut and ash. Please note that all models within this price list are not manufactured in all species of wood. Refer to individual models to determine wood species that are available. For Super Matte Sable and Alabaster premium wood finishes, additional upcharge applies. Refer to corresponding price list pages for pricing.

Arcadia's standard wood finishes encompass a seven-step finishing process culminating with a durable conversion varnish top coat. This process results in a semi-filled, open-pore finish on all products. Full-filled finishes are available at an upcharge which can vary from 15-20%. Full-filled finishes simply fill in the open pores within the wood itself. In some cases, there may appear to be rubbing or fine abrasion lines in this finish. This is characteristic of the required method of rubbing, not an indication of an inferior finish, and can usually be mitigated by rewaxing the furniture.

As part of our finishing process, we best match the standard finish or a customer's custom finish on the appropriate wood species in which the product is manufactured.

## CUSTOM FINISHES:

Custom wood finishes are available on our standard veneers and hardwoods. To match a custom finish, please submit a 2" x 3" (minimum size) sample for approval. A factory strike-off will be generated and sent to our customers for final approval. **We must receive the customer approved strike-off at the factory at least 15 working days prior to the scheduled ship date, otherwise the ship date may be delayed by 5-10 working days.**

For custom wood finishing, please add one-time upcharge of \$514 List per color per order for all products.

For custom paint finishes, please contact client services for approvals and pricing. Please note that longer lead-times may apply.

## FINISH MAINTENANCE:

As with all fine finishes, care should be taken to protect the finish from sharp, unprotected objects. The top coat has a natural characteristic to repel the most common liquids used around wood components, yet spills or soil marks should be cleaned up immediately to avoid moisture seeping into open-pore areas. Please note that constant polishing and cleaning of the finish may raise the sheen level, whereas neglect in cleaning will dull and possibly abrade the finish.

# TERMS + CONDITIONS // FINISHES

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## STANDARD LAMINATE TOPS:

Plastic laminate tops are available on most tablets, modular tables, occasional tables, training/meeting tables and easels. We offer a limited number of standard wood laminates which closely, but do not exactly, match the Arcadia wood finishes. All standard laminates are listed below and are available at no additional upcharge:

### Wood Grain Selection

Nevamar WM-8-340T Clear Maple  
 Nevamar WM-0005T Siren Maple  
 Wilsonart 7954-38 Natural Rift  
 Wilsonart 7937-38 River Cherry  
 Formica 7739-58 Cocoa Maple  
 Pionite WX421-PV Witchcraft

Pionite WY160-SD Absolute Acajou  
 Nevamar WM-0047T Iconic Maple  
 Pionite SE101-AW Black Ashwood  
 Formica 5794-NG Beige Elm  
 Wilsonart 8212K-28 Phantom Ecru

### Solid Color Selection

Formica 459-58 Brite White  
 Pionite SG228-SD Slate  
 Wilsonart 1595-60 Black

## NON-STANDARD LAMINATE TOPS:

In addition to our standard laminates, we also accept most laminates from the following manufacturers: Formica (standard grade, matte texture), Nevamar, Pionite (standard grade, suede texture), and Wilsonart. Mirror, high gloss and metal laminates are not available.

For non-standard laminates, add \$642 List per color per order. Pre-approval required, please contact client services.

## FENIX® TOPS:

Created with proprietary technologies, Fenix features a soft-touch matte finish with anti-fingerprint properties. Offered on select table collections, please refer to individual pages for availability and pricing. We offer five standard colors which are listed below:

J0032 Bianco Kos  
 J0720 Nero Ingo  
 J0725 Grigio Efeso  
 J0718 Grigio Londra  
 J0724 Grigio Bromo

To order a non-standard color, please contact client services.

## CORIAN® SURFACE MATERIAL:

Corian is offered as an option across a variety of products. Please refer to individual pages for availability and pricing. Except where noted, solid surface tops are affixed to table surface increasing overall table height by 1/2". In some instances, a 1/8" reveal may be present. We offer six standard Corian colors which are listed below:

Designer White  
 Linen  
 Rain Cloud  
 Witch Hazel  
 Grey Onyx  
 Stonique

Corian® is a registered trademark of Dupont.

To order a non-standard color, please specify the name and color number. Contact client services to confirm pricing.

**Note: Non-matching seams are present on tables 36" and larger.**

## BACK-PAINTED GLASS:

Back-painted glass is available on select occasional tables and marker boards. Glass is back-painted white and may be used as a writable surface with dry-erase markers. For other colors, please contact client services for pricing.

Please refer to the following page for edge finish details.

# TERMS + CONDITIONS // TABLE + TABLET EDGE SPECIFICATIONS

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## TABLE AND TABLET EDGE SPECIFICATIONS:

With the variety of materials available on rotating tablets, pull-up tables and select occasional tables, the following represents how edge finishes will be applied to each.

For veneer tops, edge finish will always match the top finish color, unless otherwise specified.

For standard laminate tops with solid wood or exposed plywood edges:

- » Wood grain and solid black laminates, edge finish will match the laminate top color, unless otherwise specified.
- » All other solid color laminates, edge finish will be natural (clear coat) as standard, unless otherwise specified.

For Fenix tops with solid wood or exposed plywood edges:

- » Nero Ingo (solid black), edge finish will match, unless otherwise specified.
- » All other colors, edge finish will be natural (clear coat) as standard, unless otherwise specified.

For Corian tops:

- » Designer White, Rain Cloud, Stonique, Gray Onyx and Linen colors, edge will be white as standard, unless otherwise specified.
- » Witch Hazel, edge will be natural (clear coat) as standard, unless otherwise specified.

Edges are also available in all standard wood finishes, please specify. For custom edge finishes, please add one-time upcharge of \$514 List per color, per order.

Material options will vary across product categories, please refer to individual pages for availability.

# TERMS + CONDITIONS // CUSTOMIZATION, SUSTAINABILITY, QUICK-SHIP

## CUSTOM SIZES OR MODIFICATIONS:

While maintaining design integrity, Arcadia's product modification and custom capabilities illustrate our commitment to providing value as solutions to the customers' needs. As part of our normal production schedule, Arcadia can furnish special sizes, finishes or other modifications upon request. Each request is individually reviewed to determine if any upcharge is required.

Orders requesting special sizes, or modifications different from those published in this price list, must be authorized by Arcadia.

## SUSTAINABILITY:

As a matter of corporate philosophy, we are committed to intelligent environmental policies and practices. Standard recycling procedures and ecologically sensible policies and practices have been implemented throughout all aspects of our operations/facilities, and as it relates to new product development and project management. Furthermore, we insist on a similar operational philosophy from our vendor-partners.

In accordance with our ongoing efforts to develop and manufacture products that positively contribute to healthy environments, the majority of our seating products are now BIFMA LEVEL certified, a multi-attribute sustainability standard that evaluates product, manufacturing facility, and company level-criteria. This certification reinforces our commitment to environmental responsibility and supports our efforts in meeting the sustainability goals of our clients and partners.



We have also completed testing for Indoor Air Quality certification across several product categories achieving SCS Indoor Advantage Gold (highest certification available for Indoor Air Quality) for the majority of seating models and select tables.



By attaining these third-party certifications, our products also meet the criteria for other sustainability standards, which include LEED credit contributions, ANSI/BIFMA credits and other local and statewide initiatives.

For additional information, please visit the Arcadia website at [www.arcadiacontract.com](http://www.arcadiacontract.com).

## QUICK-SHIP PROGRAM:

Designed to provide a full range of products within a condensed time frame, the Quick-Ship Program features a select variety of Arcadia products that are available to ship within fifteen (15) business days\*. Specify from among a host of Quick-Ship fabric options to simplify the ordering of products and fabrics at one time (refer to the Quick Ship fabric card to make your selection).

Customer's Own Material (COM) is also available on the program. Flexibility has been an Arcadia trademark from the beginning and accepting COM, even for Quick-Ship, is no exception (ten-day lead time subsequent to receipt of COM fabric).

Please note that grade-in fabrics are limited to those featured on Quick-Ship program fabric card. All other fabrics, including those by our textile partners, must be ordered by the customer as COM/COV.

Products available on the Quick-Ship program will be designated with the QS logo on all applicable price list pages. Please refer to the Quick-Ship Program brochure for additional information, quantity maximums and available options.

\*For table models and orders specified with quick-ship fabrics, lead-time is fifteen (15) business days from purchase order approval. For seating models specified with COM, lead-time is ten (10) business days after receipt of fabric. No minimum quantities are required, however, please observe maximums where noted. Quick-Ship purchase orders must be designated as such and must be placed separately from standard lead-time purchase orders. No split purchase orders allowed.

# TERMS + CONDITIONS // SHIPPING INFORMATION

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## FOR YOUR PROTECTION IT IS IMPERATIVE THAT YOU READ THIS NOTICE.

The merchandise you receive has been inspected at our factory to ensure that it is of the highest quality and in perfect condition prior to being shipped to you.

Keep this form and check the following upon receipt of merchandise.

1. Any items/cartons missing? Be sure that you have received the same number of cartons as appears on the delivery receipt. Make note of the cartons missing on the delivery receipt before you sign it.
2. Any items damaged? No matter how slight, all damage to items/cartons should be noted on delivery receipt before you sign. Do not sign or accept merchandise until you have checked all cartons thoroughly. Do not refuse shipments that may be or appear to be damaged. Carriers do not honor delivery receipt documents with the wording "subject to inspection".
3. Immediately after delivery, all cartons should be opened and all merchandise inspected for damage. Items may be damaged in transit, even though outer cartons do not show damage.
4. If any damage is found, contact Arcadia client services in writing immediately. Please include photos whenever possible, as well as the order information on the printed ticket under the chair seat and/or table-top.
5. All cartons must be saved until the freight carrier has made an inspection.
6. If incorrect merchandise is received, please contact client services at 800-585-5957.

## RETURNS:

As per our terms and conditions of sale, we do not accept unauthorized returns. Such returns, should they appear at our factory, are automatically refused by us and they become the responsibility of the shipper and the carrier involved. Please contact client services before returning any merchandise.

In order to resolve the problem at hand as rapidly as possible, please include all information pertinent to the problem. The most pertinent information required is:

1. Reason for return
2. Invoice number and/or sales order number
3. Product code numbers for affected product(s)

Upon receipt of your request, we will issue proper return authorization or furnish you with instructions in order to settle this matter to your complete satisfaction.

## PACKAGING:

As part of our in-force measures to support intelligent environmental practices, Arcadia utilizes blanket-wrapped delivery at every opportunity. Not only does this eliminate the need to dispose of packaging materials but also enables greater efficiency and flexibility when routing shipments.

Please note the following exceptions:

- For orders with 15 or less units, products will typically ship cartoned with the following exceptions:
  - » Co-op Upholstered Units
  - » Intima Modular Seating Units
  - » Iso Work Lounge Series
  - » Lineup Lounge/Modular
  - » TOOaPICNIC Series
  - » TOOtheLOUNGE Series
  - » TOOthePOINT Series
  - » Avelina Meeting Tables
  - » Conduit Meeting Tables
  - » Delen Meeting Tables
  - » Flirt Meeting/Multipurpose Tables

Due to the scale and/or weight of these products, blanket-wrap shipping is the optimum method.

**If cartoning is required, it must be specified and included on purchase orders. For Avelina Tables, Co-op Upholstered Units, Iso Work Lounge, TOOaPICNIC, TOOtheLOUNGE and TOOthePOINT, a 20% upcharge per product will apply. For all other products listed above, a 10% upcharge per product will apply.**

- For shipments to Alaska and Puerto Rico, please contact client services for cartoning charges.

Please refer to page 12 for additional shipping instructions.

