

# 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.

