

TERMS + CONDITIONS // GENERAL INFORMATION

INTRODUCTION:

Arcadia is committed to providing quality seating and table products that complement the business environment. Our commitment to our customers extends beyond the products we make: to provide a quality product that is enhanced by the service that supports the product. Our price lists provide 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 reflected in our Price Lists are for standard products. These prices supercede any and all prior price lists or supplemental price lists. 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:

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. **For orders specified with COM, scheduling will occur upon confirmation of when materials are expected to arrive. Production begins when scheduling is determined, not when fabrics are received. 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:

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| 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.

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.