

# 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
  - » Hush Private Lounge/Modular Seating Units
  - » Intima Modular Seating Units
  - » Iso Work Lounge Series
  - » TOOaPICNIC Series
  - » TOOtheLOUNGE Series
  - » Avelina Meeting Tables
  - » Delen Meeting Tables
  - » WorkSmith Meeting Tables/Cart

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 and TOOtheLOUNGE, a 20% upcharge per product will apply. For all other products listed above, a 10% upcharge per product will apply.**

- For shipments to Hawaii, the same cartoning upcharges will apply only for Avelina Tables, TOOaPICNIC, TOOtheLOUNGE and Iso. All other products will ship cartoned at no extra cost.
- For shipments to Alaska and Puerto Rico, please contact client services for cartoning charges.

Please refer to page 12 for additional shipping instructions.

# TERMS + CONDITIONS // SHIPPING INFORMATION, CONTINUED

Products shipped via the Arcadia freight program are for normal delivery only and do not include expedited shipping, inside delivery, lift gates, installation, unpacking or the removal of cartoning materials. Any request for carrier “pre-delivery” notification should be noted on the original purchase order. Arcadia reserves the right to ship via the most appropriate carrier and/or routing on all shipments. If the customer specifies a carrier, other than a pre-approved carrier, freight will ship collect or 3rd party bill at the customer’s expense via the designated carrier. Any additional costs related to post shipment issues such as reconsignment charges, storage charges, etc., will be the responsibility of the customer.

**FREIGHT PROGRAM:**

All products are shipped F.O.B. La Palma, CA, freight prepaid and allowed.

The freight program guarantees the product will be delivered freight prepaid to the designated consignee based on a minimum shipment value of \$4,000 NET. If the value of the shipment does not meet the minimum requirement, a freight surcharge per shipment will be assessed based on the destination territory as listed below.

Please contact client services for minimum shipment values and corresponding surcharges on Canadian shipments. Shipments outside the contiguous U.S. and Canada are shipped to the point of embarkation free of charge as long as the shipment meets the minimum requirement; otherwise, the freight surcharge applies. All subsequent freight charges beyond the point of embarkation will be at the customer’s expense, shipped collect.

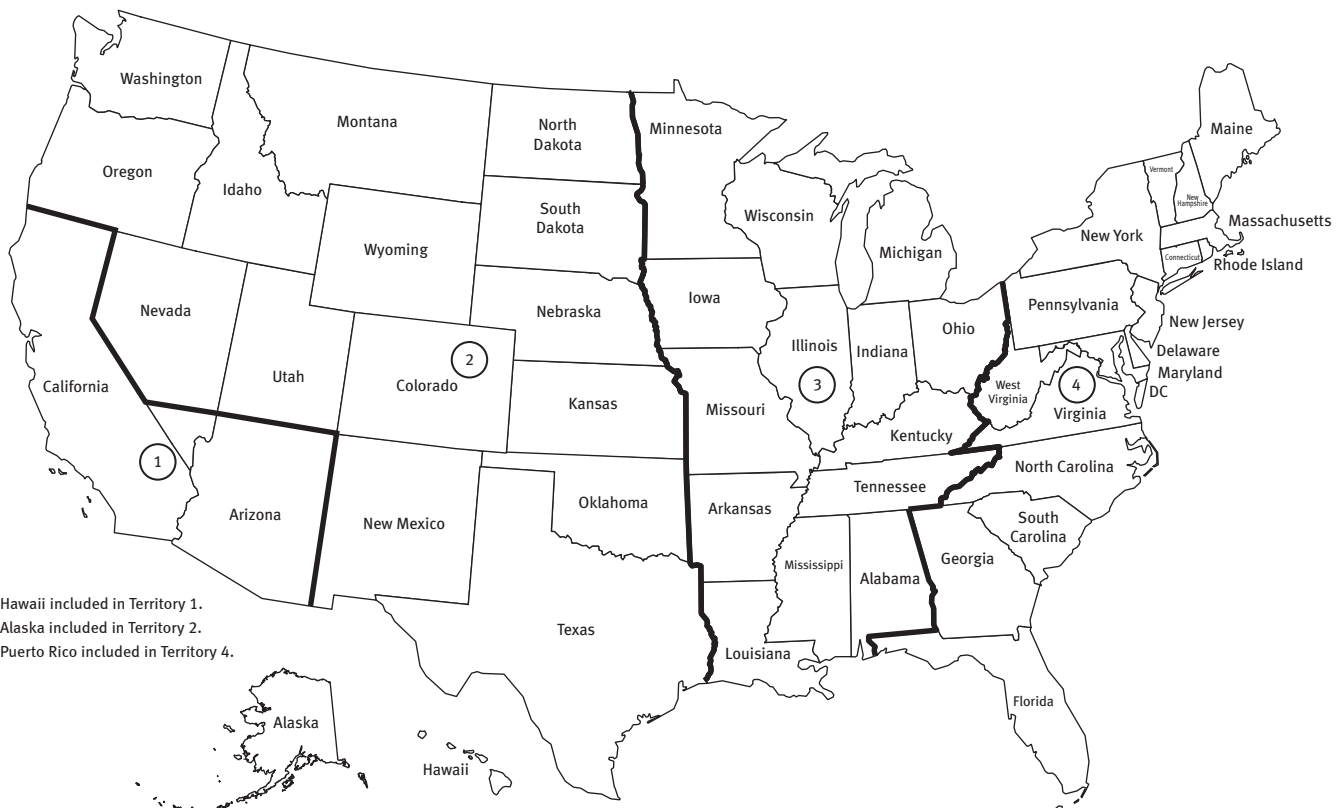
Customers in CA, AZ and Las Vegas, NV shipping outside Territory 1 must contact client services for applicable charges.

This freight program does not apply to “Will Call” orders.

For shipment of textiles or component parts, actual freight charges will apply and be added to the invoice.

Due to the fluctuations of fuel prices, Arcadia reserves the right to impose fuel surcharges to invoices for any shipments.

Destination	Freight Surcharge
Territory 1	\$125 NET
Territory 2	\$160 NET
Territory 3	\$215 NET
Territory 4	\$260 NET



\*Hawaii included in Territory 1.  
 \*Alaska included in Territory 2.  
 \*Puerto Rico included in Territory 4.