

# 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>	Castors
<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.