

Terms and Conditions

ordering information

All orders should be placed with:



4611 South 400 West
PO Box 100 Huntingburg, IN 47542
800-521-5381 Fax 812-683-7256

prices

All prices herein are net prices including delivery to one destination, effective with the date printed on the cover and supersede all other published price lists. These prices are domestic prices only for shipment within the Continental United States.

acknowledgements

Orders are acknowledged upon receipt of credit approval. Your acknowledgment is a detailed description of items, prices, shipping information, and shipping date. Please read your acknowledgment closely and notify OFS immediately of any discrepancies. OFS is not responsible for errors on orders placed by phone without written confirmation.

availability

OFS is committed to the fastest possible shipment of all products. Items on the OFS Furniture Express program will be shipped subject to inventory levels and credit approval. All other items are available within our normal manufacturing schedule. For information on stock availability, call our **in stock hotline 800-521-5381**.

Note: Planned shipping dates may be delayed due to fires, strikes, natural disasters, or other causes beyond our control.

quantity orders

Contact your OFS Customer Service Representative to verify inventory and production schedules to ensure requested shipment date prior to placing large quantity orders.

delivery and freight charges

All shipments are F.O.B. point of shipment, freight prepaid and allowed. Shipments to Alaska and Hawaii are freight prepaid and allowed to port of exit. OFS reserves the right to select the most appropriate carrier and routing on all shipments; however, we will try to accommodate requests for your preferred carrier. Any charges arising from failure to receive a shipment, rerouting while in transit, or carrier storage charges are not included in prices shown.

specials and optional finish orders

The OFS line of office furniture is among the most complete in the industry. However, should a particular need arise requiring size modification or customization, contact your Customer Service Representative for a price quotation. Because of the uniqueness of the product, special orders and optional finish orders are not subject to cancellation.

warehouse storage charges

If a shipment is held beyond thirty (30) days after the order is ready for shipment at your request, a .067% per day (2% per month) storage charge will be assessed. The effective date will be thirty (30) days after the order is ready for shipment, as long as this date is after the acknowledged ship date. Further, the prices applied to the order will be those prices in effect at time of shipment.

extended production and ship dates

Orders placed with OFS with extended lead times as requested by you will be subject to price in effect at time of shipment.

damaged merchandise and freight claims

1. Inspect all cartons for damage and verify carton quantity.
All shipments are delivered to the transportation company in good condition; OFS's liability ceases at this time. Do not refuse merchandise damaged in transit. Instead, enter a claim with the transportation company.
2. Record damages and/or shortages on the bill of lading and freight bill.
Do not accept the shipment until all shortages are noted on both the bill of lading and the freight bill. Sign only for the items you receive.
If you give the delivering carrier a clear receipt for a shipment, the carrier is relieved of further responsibility.
3. If concealed damage is found:
Notify the delivering carrier at once and request an inspection. This must be done within 15 calendar days of delivery. Without this inspection the transportation company will not entertain a claim for loss or damage. If the carrier will not perform the inspection, you should prepare an affidavit that you contacted the carrier, noting the time and date, and that the carrier failed to comply with your request. All shipping cartons and inner packing must be retained for carrier inspection. Do not move the damaged merchandise from the receiving location. It must also be retained for the inspection.

returns

OFS will not accept returned merchandise without a signed Return Authorization (RA) issued by our Customer Service Department. All returned merchandise must be properly packaged and cartoned to prevent further damage. We will consider issuing RAs for the following reasons:

- Manufacturing defect (must be inspected by an OFS sales representative)
- OFS order processing error
- Shipping error
- Duplicate shipments
- Mismarked cartons

All merchandise must be returned within thirty (30) days of the date of the RA to receive credit. Freight damage, signs of usage, missing parts, etc., will be adjusted on the amount of credit to be issued. Returns of stocking Furniture Express items due to customer error are subject to a 25% restocking charge plus freight charges. OFS will consider these returns only if the product has not been removed from original factory cartons.

repair charges

Reimbursement from OFS for repairs must have prior approval.

finish color matching

Different wood species offer unique texture and grain. Minor variations in finish color may occur due to the natural characteristics of wood. OFS is very selective in all materials used in its products, therefore assuring a commercially acceptable color and finish.

finish disclaimer

Some desktop accessories with plastic feet can penetrate or burn the finish. This is not a defect in the finish. Wood is a natural product and minor variations in wood color, grain, and texture may be visible even though the pieces are finished at the same time. Also, light finishes when exposed to ultraviolet rays may darken and change color. These are not defects in the finish, and merchandise cannot be replaced because of these natural variations.

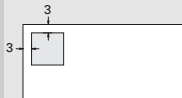
modification pricing

- For contemporary series only, change two box drawers in desk, credenza, or return to file drawer in the same pedestal — Net Price \$52.50*
- For contemporary series only, change file drawer to two box drawers in desk, credenza, or return in the same pedestal — Net Price \$52.50*
- Factory installed grommet for tops — Net Price \$16.80 each
- Field installed grommet (grommet only) — Net Price \$10.50 each

*Contact your Customer Service Representative for upcharge on drawer configuration changes for traditional casegood series.

optional wire management access cutout (factory installed)

12" x 12" cutout for wall receptacle accessibility. Available on bridges, returns, credenzas, and corner units.



12" x 12" Cutout

No Upcharge

location specify location of cutout on back panel (cannot be located closer than 3" from any edge)

fabric puddling

The content of certain fabrics makes these fabrics susceptible to puddling and wrinkling over which OFS has no control. Slight changes in weather and humidity can affect these fabrics. OFS will not assume responsibility when this happens.

fabric color matching

OFS does not guarantee and will not assume responsibility for the fastness of colors or wearing qualities of any material. Because of industry dye lot variations, colors may not match exactly. Any adjustments made will depend upon the fabric manufacturer's willingness to stand behind their product.

directional fabrics

Directional fabrics such as plaids, stripes and certain patterns may not meet your expectations due to certain sewing patterns, tufting and contoured shapes of certain styles and models. When required we will upholster to customer specifications but such orders are not subject to return. If you have a question or concern about one of these fabrics, please contact your OFS customer service representative and submit a fabric sample for approval prior to placing an order.

fire retardant products

OFS provides select fabrics treated to meet various fire code requirements. All OFS seating is manufactured with foam that meets California Technical Bulletin 117. Many seating models have also been tested and approved for CAL 133. **Boston orders require special foam for which there is an upcharge.** Please contact your OFS customer service representative for pricing and availability details.

memberships

OFS is proud to be a member and support these organizations:

