

Terms and Conditions

ordering information

All orders should be placed with:



1204 East 6th St.
P.O. Box 100
Huntingburg, IN 47542
800-521-5381 Fax 812-683-7256
order_entry@ofsbrands.com

A customer drawing or sketch of the planned configuration in modular applications will facilitate order processing.


prices

All prices herein are list prices including delivery to one destination, effective with the date printed on the cover and supersede all other published price lists. US List Prices are domestic prices only for shipment within the Continental United States. CAN List Prices are prices for shipment to Canada. Prices are subject to change without notice, unless quoted in writing. Possession of the price list does not constitute authority to sell or offer for sale OFS products.

acknowledgments

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 delivery of all products. Items on the OFS Arrival Day 12 program will be delivered on or before 12 business days from date of credit approved order. OFS Arrival Day 12 items that deliver in 12 business days are indicated by a  symbol following the model number. Statutory holidays and scheduled factory vacations may add to acknowledged lead times of Arrival Day 12 orders. Available factory capacity for Arrival Day 12 is filled by orders received on a "first come, first serve" basis. If the normal Arrival Day 12 lead time is not available for your orders because available capacity has been filled, you will be immediately advised. Arrival Day 12 orders must be "clean" when received in order to be considered officially received on a given day, and lead times will be acknowledged from the date orders are determined to be "clean." Changes to Arrival Day 12 orders are not allowed under any circumstances.

Items ordered for delivery under OFS's Arrival Day 12 program must be clearly designated on customer's purchase order by placing the letters AR in front of the model number.

Example: **AR-5-7236FDPB-MLC-34-X-S-G1**

On purchase orders that contain items for both Arrival Day 12 and standard lead times, please clearly mark order to ship and backorder. If ship and backorder is not specified, these orders will be shipped complete at standard lead times. All other items are available within our normal manufacturing schedule. For information on stock availability, call our **customer service 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, excluding fuel surcharges. Shipments outside the Continental United States 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. OFS reserves the right to implement a fuel surcharge. **Orders of less than \$1500 net (\$1950 net CAN)** will be assessed a handling charge of \$100 net (\$130 net CAN) per order (this will be waived for items shipped via UPS). Any charges arising from failure to receive a shipment, rerouting while in transit, or carrier storage charges are not included in prices shown. Orders requiring special services are subject to an additional charge. These services include:

- Reconsignment from original destination to new destination - \$35 plus \$3.00 per mile net (\$46 plus \$3.90 per mile net CAN)
- Refused/Returned Freight
 - Freight refused at destination and returned to OFS - Double Freight
 - Freight refused at time of delivery and returned to OFS to deliver at a later date - Triple Freight
- Detention Fees (after 2 hours of waiting) - \$85 net per hour (\$110.50 net per hour CAN)
- Weekend delivery available Friday after 3:00 p.m. through Sunday night or Holiday - \$600 net (\$780 net CAN) per truck
- Customer Pickup
 - Customer Request for 3rd party to pick up freight at OFS terminal - \$125 net (\$162.50 net CAN)
- Change of Tags/Address/Phone # on Shipments - \$35 net (\$46 net CAN)

special 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 are not subject to cancellation.

cancellation and order changes

All orders accepted by OFS are considered firm and binding and are not subject to cancellation.

warehouse storage charges

If a shipment is held beyond fourteen (14) calendar 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 fourteen (14) calendar 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. For shipments via Styleline Logistics, notify your OFS customer service representative. 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 this 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.

return of merchandise

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. Carton must be clearly marked with identifying RA number so that proper credit can be issued. 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
- Mismatched 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.

repair charges

Reimbursement from OFS for repairs must have prior approval.

finish characteristics

Custom finish color matching is available for special requirements. OFS must be provided with a suitable 8" x 10" or larger finish sample. OFS has a complete library of previously developed custom finishes that may be an acceptable match. However, new custom finishes can be developed to meet specific needs. **There will be a \$150 net (\$195 net CAN) upcharge per order for previously developed and new custom finishes.** Custom finish matches are valid for 18 months from sample date. After this time period custom finishes must be rematched and reapproved for use.

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

Modifications must be clearly designated on customer's purchase order by placing the letters MOD in front of the model number and noting the modification needed. Examples: **MOD-98-2248LPR-MLC-01-D** with modified Box/Box/File pedestal

MOD-98-6632RPD-MLC-01-D modified with grommet in upper left

- For contemporary series only, change two box drawers in desk, credenza, or return to file drawer in the same pedestal - no upcharge
- For contemporary series only, change file drawer to two box drawers in desk, credenza, or return in the same pedestal - no upcharge
- Factory installed grommet for top - US List Price \$52 each, CAN List Price \$67
- Field installed grommet (grommet only) - US List Price \$31 each, CAN List Price \$40

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

wire receptacle access door (factory installed)

Factory installed 18"W x 15"H left hinge door for wall receptacle accessibility. Available on bridges, returns, single pedestal credenzas, kneespace credenzas, and corner units. Corner units will have (2) wire receptacle access doors for maximum accessibility. Wire receptacle access doors are centered in open area of the inside back panel. Please contact your Customer Service Representative for instructions on how to specify an alternate location. Size and location changes must have factory approval and may require an upcharge.



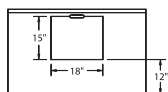
(1) 18"W x 15"H Door for Bridges, Returns, Single Pedestal Credenzas, and Kneespace Credenzas

US List	CAN List
\$414	\$538



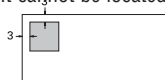
(2) 18"W x 15"H Door for Corner Unit

US List	CAN List
\$828	\$1076

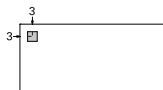


optional wire management access cutout (factory installed)

Cutouts for wall receptacle accessibility. Available on bridges, returns, credenzas, and corner units. Specify the location of cutout on back panel. It cannot be located closer than 3" from any edge.



12" x 12" Cutout - No Upcharge



4" x 4" Cutout - No Upcharge

Locking Information

factory installed locks

Are always keyed alike with key number 345T.

specific key options:

Requirements for specific key options by office must be specified on the purchase order at the time the order is placed. Model Numbers with specific key options will specify "NO LOCK CORE" on the acknowledgment. A separate line item will be listed on the acknowledgment as "LOCK CORE SET." Specific lock cores and keys will be sent separately (see **Field Installation** below).

field installation

Blank lock cores are installed at factory, allowing specific lock numbers to be ordered but shipped in a separate package for field installation. Lock Core Order Form (found at www.ofs.com; Resources, Forms and Documents, Lock Core Form) **must be filled out and submitted** with the purchase order. Lock core/key numbers 100 through 150 are available. For quantity of locks per unit, please visit www.ofs.com and select Resources, Forms and Documents, Product Lock Core Guide.

re-keying in the field

Lock cores and keys can be purchased separately. The purchase order must specify quantity, key number(s), and color of the core (available in black, brass, or nickel). Key numbers above number 150 are not stocked and may require a 2-week lead time. Orders ship standard UPS ground. **Please note:** A lock core change tool must be ordered for lock cores that will be re-keyed in the field.

item	us list	can list
lock core and keys	\$14	\$18
lock core change tool	\$25	\$33
master key	\$25	\$33

All items are non-returnable.

BIFMA and ANSI testing

OFS is a member of the Business and Institutional Furniture Manufacturer's Association (BIFMA). Tests developed by BIFMA and approved by the American National Standards Institute (ANSI) determine the strength and durability of casegoods and seating in its everyday use. Although this testing does not serve as a warranty or guarantee, OFS products within this price list generally meet or exceed applicable BIFMA and ANSI standards.

memberships

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

