

TERMS AND CONDITIONS

Terms and conditions apply to all Devon Office Furniture (DOF) product lines unless otherwise noted.

Terms

- All new accounts must submit completed customer profile form prior to initial order.
- 50% deposit is required on all orders over \$5,000.
- Credit applications are available upon request.
- Accounts with delinquent invoices will be charged 1.5% per month.
- American Express, Visa, and Mastercard are accepted. A convenience fee will be applied to all credit card payments. Contact customer service for a credit card form and fee schedule.

Ordering Procedures

All orders must meet the following requirements:

- Received in writing via email or fax (610-650-9960)
- Include Purchase Order number and contact person.
- Specify fax number or email for order confirmations.
- Include model numbers and pricing.
- Include freight terms.

Order Confirmations

An order confirmation will be automatically faxed or emailed within 24 hours of your PO being received. It is the customer's responsibility to verify the order for accuracy. DOF is not responsible for errors and omissions when assisting customers with quotes.

Lead Times

- Workstations Quick Ship – orders will ship within 5-10 business days after purchase order is received.
- Workstations Standard – orders will ship within 10-15 business days after purchase order is received.
- Caseloads Quick Ship – contact customer service for the in-stock Quick Ship program available in your area.
- Caseloads Standard – orders will ship within 10 business days after order is received.
- Refer to the List Price documents for items which may require extended lead time.
- Lead time is based on date of receipt of completed Purchase Order – see Ordering Procedures above.

Rush Orders

- Requests for rush orders will be accommodated if feasible, and will be subject to a 10% fee.

Shipping Policies & Fees

- All pricing is FOB Devon's distribution centers, unless otherwise noted.
- Standard shipping service includes loading dock delivery. It is the customer's responsibility to provide labor to unload product. Delivery is to dealer location only. Delivery to end users will be accommodated if feasible for an additional fee.
- Contact customer service for local in-stock delivery programs.
- Most workstation orders are palletized and/or shrink wrapped. Each pallet will include its own packing list and should be verified against the product on the pallet.
- Caseloads products are shipped fully assembled in a specially designed packing system.
- All orders ship with a packing list which must be signed and dated by customer. All packing lists must be faxed back to Devon at 610-650-9960 within 24 hours of receipt.

TERMS AND CONDITIONS (page 2 of 2)

Claims

Claims for damages, shortages, or missing product must be made within 24 hours of receipt. Claims must be in writing and include the following:

- Signed packing list identifying the product.
- If order includes multiple pallets, claim must reference the pallet number listed on the packing list.
- Digital photographs of damaged packaging and product must be included with all damage claims.

Customer Requested Storage

DOF will store product for up to 3 days after scheduled ship date.

- Workstations Storage Fee - \$25 per pallet per day.
- Casegoods Storage Fee - \$5 per box per day for non-stocked items.

Workstations Return Policy

- Customer is responsible for all freight charges.
- No refunds will be made after 10 days from shipping date.
- Panels cannot be returned.
- Refunds for parts will be made after inspection of merchandise.
- Restocking Fee – 25% of net with a \$25 minimum

Casegoods Return Policy

- Customer is responsible for all freight charges.
- No refunds will be made after 10 days from shipping date.
- No refunds will be made if product has been removed from original packaging or packaging has been altered.
- Restocking Fee – \$25 per piece/box

Order Cancellations

Orders that are cancelled prior to shipping are subject to the following fees:

- Workstations – 10% of net order
- Casegoods - \$10 per box