

product warranty

Inwood Office Environments warrants its products to be free from defects in materials and workmanship given normal use and proper care, for a period of ten (10) years of single shift service.

Specific components are warranted to be free from defects in materials and workmanship for the following periods of time from the date of initial shipment:

electrical components	two (2) years
pneumatic cylinders	three (3) years
control mechanisms	three (3) years
casters	three (3) years

Fabrics will be covered only by the warranty of the original manufacturer.

Inwood tenders this warranty only to original purchasers acquiring our products through those parties specifically authorized by Inwood to sell our products. Repair and/or replacement, at our option, will be made on any part or parts found to be defective within the terms of the warranty. The warranty shall not include any labor or shipping costs for replacement of any such parts or materials.

This warranty does not cover

- Damage(s) caused by a transportation company
- Damage(s) resulting from user modification, alterations, misuse, abuse or negligent use of our product
- Damage(s), defect(s), or product failure(s) due to customers request for modifications to product design, product dimensions, product arrangement or normal product specifications
- Natural variations in color, grain, or texture of wood and other covering materials over which Inwood has no control
- Wearing or cuts to covering materials
- Customer's Own Materials (COM)

Inwood does not make any other warranties except as expressly set forth above, either expressed or implied, including any warranty of merchantability or fitness for any particular purpose. Inwood shall not be liable for consequential or incidental damages under this warranty.

Further, Inwood makes no warranties, expressed or implied, for improper assembly and/or installation of its products.

order procedure

Inwood does not accept orders verbally. Orders may be faxed, e-mailed or mailed directly to:

Inwood Office Environments
PO Box 646
Jasper, IN 47546
Fax: 812.482.9732
E-mail: inwood@inwood.net

All orders from authorized & credit-approved Inwood Office Environments dealers must be in writing and must include the following information:

- Date
- Purchase Order Number
- Bill to Address
- Ship to Address
- Special Shipping Instructions (delivery notification, special ship dates, ship complete or split shipments, and tags if applicable)
- Complete Model Numbers (include finish & fabric numbers)
- Net Price
- Requested Delivery Date (if applicable)

order confirmation

All complete orders will be entered and acknowledged promptly with approximate shipping date(s), transit times, and other pertinent information. This acknowledgement is the final agreement between

Inwood and the customer, superseding all previous communications regarding the order. **NOTE It is the customer's responsibility to check the acknowledgment for accuracy. Please advise Inwood immediately of any discrepancies.**

changes and cancellations

Because many of our casegood products and all of our seating products are made to order, we must limit customer changes and cancellations. We regret that changes and cancellations are not possible once production has begun. Production normally begins 48 hours after receipt of order. Orders for standard casegood products with in-stock finishes may be cancelled for a 30% restocking fee. Any non-stock finish is considered made to order and cannot be changed or cancelled.

delivery information

Shipments are FOB destination for the 48 contiguous states. Orders are priced by destination zone as listed by state.



zone 1

Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Virginia, West Virginia and Wisconsin.

zone 2

Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming.

Orders of less than 500 lbs will be assessed a handling charge of \$100.00 net per order. Inwood reserves the right to select the most appropriate carrier and routing on all shipments. Any charge arising from failure to receive a shipment, rerouting while in transit or carrier storage charges are not included in prices shown and will be billed to the 'sold to' account on the order.

Any order requiring special delivery services will incur additional charges at the time of invoicing. All such requirements must be noted on the purchase order. These are services that are billed to Inwood by the freight company or require the usage of specialized carriers, and not included in the standard price of the product. Examples of such services include:

- **delivery notification or call ahead requests**
\$10 Net Charge
- **inside delivery**
minimum \$100 Net Charge
- **non dock delivery**
minimum \$100 Net Charge
- **weekend delivery (friday after 4:00pm-sunday night)**
minimum \$500 Net Charge
- **residential delivery**
Customer Service may assist you in determining your special delivery requirements and any additional charges that may apply
- **fuel surcharges**
We will continue to do our best to absorb the increased cost from our transportation vendors; however, if the price

of fuel increases above the normal rates, it may require us to pass on the increased costs. We will address this situation with a fuel surcharge rather than a price increase so that we can eliminate it as appropriate.

Contact Customer Service if you are unsure if your order requires one or more of the above services. We will make every attempt to avoid additional charges by giving options on what we can do within our standard delivery prices.

All prepaid shipments by Inwood Office Environments will be on carriers of our choice. If you choose to order product FOB Factory, please specify the carrier you require. Product will ship Freight Collect and Inwood's responsibility will cease upon delivery to the carrier.

order postponements and delivery changes

Changes may be made to delivery address no later than 5 days before the acknowledged ship date of an order. Contact Customer Service for charges which may be incurred for delivery changes within 5 days of the acknowledged ship date. If it becomes necessary to postpone an order after production has begun, the order will be completed, stored and invoiced to the customer with normal terms. Storage fees of \$2.00 per 100 lbs or \$5.00 minimum per day will occur on all orders that are not picked up or released for shipment after 10 working days from the acknowledged ship date.

claim process for merchandise damage/shortage/carrier delay

All products produced by Inwood are carefully inspected and properly packed prior to shipment. All shipments are delivered to the transportation company in good condition. If you receive a shipment that has damage, product shortage, or delivery has been delayed by the carrier, the following steps must be taken:

- Before signing for any merchandise, make notation of all visible damage, shortages, and/or time of truck arrival on the freight bill (bill of lading).
- Contact Inwood Customer Service within 15 calendar days of goods receipt to report issue. Legal title to merchandise passes to the buyer upon acceptance by the carrier. We will work with you to file any necessary claims when reported to us within the 15 day time frame.
- Retain all packing materials/cartons for inspection by the carrier agent.

Failure to make any claims against Inwood Office Environments within 15 days shall constitute acceptance of the merchandise and a waiver of any errors or shortages discovered upon inspection.

repairs and returns

No repairs or returns will be considered without first obtaining our written permission. Such requests must be made in writing within 15 days of the invoice. Authorization must be obtained from Customer Service prior to repairs being made if Inwood is expected to pay these charges. Charges will be approved only after an estimate has been provided. Credit will be issued only after receipt of repair bills.

Made to order items are not returnable. This includes upholstered seating, special items, special finishes, and any non-stock finish. Authorized returns of stock items will be charged a minimum 30% restocking fee. All returns are subject to an attempted pick-up charge of \$200. Please insure that all goods are packed and tagged correctly before calling Inwood for pick up. All RMA's (Return Materials Authorization) will expire within 30 days of notification. Once expired, a new authorization is required for any return. Upon receipt of returned goods, Inwood will inspect and assess responsibility for any defects. If damage of the merchandise was caused by abuse, alteration, or unauthorized repair, we may offer to repair the merchandise for a fee. The final responsibility for determining damage remains with Inwood.

All merchandise must be shipped freight prepaid or we will not accept. All merchandise being returned must be properly packed and protected to insure that no further damage is incurred during transportation back to Inwood.

special construction agreement

When requested that Inwood Office Environments Inc. modify, change or alter its standard product in order to meet the specific needs of Customer, Inwood shall exercise its best efforts to modify its standard product to incorporate the modifications and changes requested by Customer. Inwood Office Environments disclaims any warranty with respect to the modifications or changes requested by Customer and its standard warranty shall not apply to said modifications or changes. Customer shall have no right to rescind its order of this product after production of the product has begun. Customer assumes the risk of the use of Inwood Office Environments product containing the modifications or changes requested by Customer. In no event shall the product containing the modifications or changes requested by Customer be returnable to Inwood Office Environments.

replacement parts

Contact Inwood Customer Service for item numbers and pricing on replacement parts.

dimensions

All dimensions referenced in this book are nominal.

terms

1% 15 days, 30 days net.

Payments are accepted in US Dollars. Payment is also accepted by Visa & Mastercard credit cards, and is posted prior to shipment.

When payment is made with a credit card, no additional discounts may be taken.



Prices are effective with the date printed on this price list and supersede all other prices. Orders are accepted at the price in effect on the date the order is received. Possession of this price list does not constitute an offer to sell. Inwood sells to authorized and approved dealers only. Any or all prices, product, and line art are subject to change without notification. Internet or software packages, which support the sale of Inwood products, furnished to the customer either by Inwood or any other source are superseded by revised price lists.

minimum order

\$10 US Dollars list price.

standard special upcharges

Inwood Office Environments provides the following standard special modifications to its product. Simply specify the request and add the associated price to list.

to make standard top size shorter or narrower	\$248
to change file drawer pedestal in desks, credenzas and modular cabinets to box drawers	\$218
to change 2 box drawers in desk to file drawer	\$140
to change position of file drawer in desks	\$106
to add locks where not standard	
- box, file drawer or center drawer	\$56
- hinged door, single	\$56
- hinged door, double	\$58
to key items alike from factory per unit	\$31
to add extra lock per set (including set of keys)	\$21
extra set of keys (two)	\$21
to add grommets in any special location	\$128
to move standard placement of grommet on unit	\$56
grommets (cover only)	\$21
to add extra shelf for bookcase	\$77
to make shelves solid wood (per shelf)	\$23
for typing height return	\$197
for non-standard Inwood pulls	
(to change to another series per unit)	\$71
special finishes (6 item minimum)	
- non-Inwood finishes	20%
- standard Inwood finishes	15%