

## Ordering Procedure

An approved credit application is required to open an OFFICE FURNITURE DISTRIBUTORS (OFD) account and process an order. Orders can only be accepted from authorized OFD dealers. Orders from customers without a previous OFD credit rating will not be accepted without satisfactory references accompanying the order or other arrangements being made. OFD does not accept verbal purchase orders or revisions. Orders are accepted via fax or e-mail only. Please fax purchase orders to 972-386-5300 or e-mail to [cs@ofdist.com](mailto:cs@ofdist.com)

## Order Acknowledgement

OFD sends acknowledgements on all orders. Please examine the acknowledgement carefully and advise us immediately of any discrepancies. The Order Acknowledgment is the final agreement between OFD and the customer, superseding all previous communication regarding that order.

## Cancellation and Order Changes

### In-Stock Program

Cancellations or revisions will not be accepted after the order has shipped.

### Build-To-Order Program

Cancellations or revisions will not be accepted after the order has been acknowledged and entered into production and any deposit made will be forfeited.

## Delivery Time

### In-Stock Program

Normally, credit approved orders will be ready next day if purchase order is received by 12:00 p.m. CST. Orders received after these times will be ready the following business day. For orders requiring assembly, a minimum of 72 hours (depending on size of order) is normally required. Please contact Warehouse Scheduling for ready date confirmation.

### Build-To-Order Program

A 50% deposit is required to enter your order into production. Products are shipped to any point of destination within the continental USA in 6–10 weeks.

## Availability

OFD maintains a high level of inventory in our In-Stock Program in our regional distribution center. Our inventory is replenished on a regular basis, and orders are filled on a first come first served basis once a confirmed order is placed and an order acknowledgement is received.

A 20% deposit is required in order to hold inventory based on availability. OFD will hold product up to 14 calendar days. Deposit will be forfeited after this period unless a written cancellation request is submitted within 14 calendar days or a confirmed purchase order is received. **Please note:** large orders may require an extended lead time. In the event an item is not available, two options may apply that require written authorization from the dealer:

### Option 1

Partial ship available quantity and back order remaining items — *minimum drop off charges (if applicable) apply to BOTH the initial partial shipment as well as any subsequent back order shipments.*

### Option 2

Hold until complete order is available.

## Drop Shipments and Price Zoning

Please contact Customer Service for pricing on orders requiring shipment to a destination other than the dealers dock.

## Parts Replacement

Replacement parts are available from our distribution center for certain products. Parts for items designated as '**Pre-Assembled**' require ordering from our factory.

## Claims

### Freight Damage | Refusals | Shortages

OFD Customer Service will administer the filing of these claims if the order is shipped via our designated carriers. All claims must be filed with OFD within 15 calendar days of receipt of goods. Claim will be disputed if product is moved from original 'ship to' location. In order to expedite the process, the following documents are required to file a claim:

- Copy of bill of lading with notations for any visible damages, refusals, or shortages
- OFD Claim Form
- Digital photos of the damaged material

OFD will not be responsible for filing claims if order is shipped via the *Manufacturing Defect | Concealed Damage*

Claims for a manufacturing defect or concealed damage must be filed with OFD within 15 days of receipt of goods. The following documents are required to process your claim:

- Digital photos
- OFD claim form

In order to send out an immediate replacement to fulfill your customer needs pending resolution of the claim, the following document is required:

- A signed OFD Disclaimer regarding product responsibility

## Returns

Due to the unlikelihood of damage, OFD discourages product returns. In the event a product return is found necessary, we will make every attempt to assist our customers to keep the product in the field. Please contact Customer Service for assistance with this service. If attempts to keep the product in the field are unsuccessful, OFD will allow returns on stock items only and issue a Return Merchandise Authorization (RMA) with the following stipulations:

- A 30% restocking fee will apply
- Freight charges are prepaid by dealer
- Product has never been removed from original carton
- Product must be returned within 30 days of RMA issue date
- Credit will not be issued if product is returned damaged

Credit will not be provided on any items returned without an RMA, or on merchandise that has been subject to freight damage, missing parts, usage or been removed from the original carton. Returns without a pre-authorized RMA will be refused. OFD will not be responsible for resolving damage and/or freight claims on returned product.

## Warranty Issues

Claims for warranty issues must be filed with OFD. The following documents are required:

- Original OFD invoice number
- Detailed description of issues
- OFD Claim Form
- Digital photos

## General Information

Prices shown are list prices for shipment within the OFD coverage area. Merchandise is billed at the prevailing price at time of order placement. Prices are subject to change without notice. Should a typographical error be found, we reserve the right to correct it. OFD reserves the right to make changes in design or construction without prior notice.

Payment by check must be made out to Office Furniture Distributors. A \$50 fee will be charged for return checks. Past due accounts will be subject to a finance charge of 1½% per month.

Distribution of the OFD price list does not in itself constitute an offer to sell. Possession of the price list does not constitute authority to purchase.

## Delivery Information

All shipments are FOB point of shipment. Pricing is based on standard delivery (8 a.m. to 5 p.m. Monday through Friday). OFD reserves the right to select the most appropriate carrier and routing on all shipments. Orders requiring special delivery services (including but not limited to the following) will incur additional charges:

- Drop shipping
- Assembly charges
- Inside delivery
- Installation
- Call before delivery
- No dock delivery
- Non-standard delivery time
- Residential delivery
- Lift gate truck