

Terms and Conditions

PRICING AND TERMS

Eligibility

Surfacetech products are sold nationwide through authorized furniture dealers. Possession of this price list does not in itself constitute authorization to sell and/or purchase products listed herein.

Sales Tax

New account orders in Missouri and Florida must be accompanied by a State Resale/Exemption Certificate or sales tax will be charged. Surfacetech is not responsible for collecting sales tax in any other state. If you are not tax exempt, sales tax must be self-assessed.

Terms

Surfacetech terms are 50% Deposit/Net 30 on all orders unless an open account has been established with Surfacetech. A 2% discount is available for all invoices paid within 10 days. Orders of \$25,000 or more will require a 50 percent deposit regardless of whether an open account has been established. Purchase orders will not be processed until a deposit has been received.

Open Accounts

Surfacetech requires a credit application to establish an open account. Surfacetech also considers previous payment history when determining whether to establish an open account.

Prices

Product pricing can change at any time without prior notice. Prices applicable to all Customer orders shall be those in effect at the time Surfacetech receives a complete order from Customer unless: Customer and Surfacetech have a previously written agreement of special pricing. The most current Surfacetech price lists are maintained electronically and can be found at www.surfacetech.com.

Custom Products

Surfacetech prides itself in meeting customers' needs with standard products. There is a general understanding, however; that customers will require custom design and custom products to meet various specifications. Orders for custom product are not covered under warranty and may not be cancelled or returned.

FREIGHT AND STORAGE

Freight

Surfacetech reserves the right to select the "best way" shipment methods and means (including, but not limited to, determination of the carrier, method of shipment and routing.) Freight is prepaid on a dock-to-dock basis for all orders exceeding \$1,500 net when shipped within the 48 domestic states. All orders under \$1,500 net have a flat shipping fee of \$125 net. The fee will be added to the invoice. Surfacetech shall not be held liable for delays caused by strikes, catastrophes, wars, riots, or any other cause beyond our control.

Accessorial Fees

Customer shall be responsible for the payment of all accessorial fees. The fee will be added to the invoice.

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Damaged Freight

Ownership and title transfers to the Customer upon acceptance by the carrier. All products are packaged in compliance with carrier's specifications and leave Surfacetech in good condition. Customer shall be responsible to carefully inspect all products upon delivery and before acceptance. Any damage discovered upon delivery must be noted on the bill of lading. Notification of damage discovered after delivery must be given within fifteen (15) calendar days following delivery. All damaged product must be kept at the point of delivery in its original packaging. Contact Surfacetech Customer Service at 1-800-241-2982 immediately to report discovery of damage after delivery.

Surfacetech will replace or repair products damaged during shipping as long as damage is properly noted and reported and product is kept at the point of delivery. Costs associated with installation due to freight damage are sole responsibility of the Customer.

Costs associated with replacement or repair of product become the responsibility of the Customer if:

- **Damage is improperly noted on bill of lading**
- **Damage is reported more than fifteen (15) calendar days following delivery**
- **Damaged product is removed from the point of delivery and/or from its original packaging**

Shortage Claims

Customer must report shortage claims to Surfacetech within ten (10) calendar days immediately following delivery. Shortage claims reported after ten (10) calendar days will not be honored.

Storage

Under no circumstances will orders be held more than 10 days past the scheduled and acknowledged ship date.

Customer Pick-Up

Customer must pick up all products specified for pick-up within five (5) business days of being notified of completion of product. All products not picked up within 24 hours of notification will be deemed as delivered to the Customer for invoicing and payment purposes. Customers should deduct 2 percent from initial purchase order if planning to pick up.

ORDER PROCESS

Purchase Orders

Orders may be placed by:

- Fax: 816-231-1185
- Email: alockney@surfacetech.com or larrys@surfacetech.com

The following items must be included on all purchase orders:

- Sold To/Bill To Information: complete legal name, address, telephone number and fax number
- Ship To Information: complete legal name, address, telephone number and fax number
- Customer Purchase Order Number
- Issue Date: date the purchase order was issued
- Purchase Order Total: total cost of all products
- Signature of authorized buyer

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Order Acknowledgement

Surfacetech sends acknowledgements on all orders. All orders are manufactured and invoiced according to the acknowledgement. Please read these acknowledgements and contact Surfacetech immediately if there is any discrepancy. In the event of any difference or inconsistency between Surfacetech's acknowledgement and Customer's purchase order, Surfacetech's acknowledgement will control. Any error or discrepancy on acknowledgement must be reported to Surfacetech within three (3) business days of acknowledgement date. If Surfacetech does not receive a signed approval sheet or notification of any changes within three (3) business days of acknowledgement date, Surfacetech will assume the order is correct and will not be held responsible for changes or errors.

All acknowledgements contain an estimated ship date, but an order may ship earlier than the estimated shipping date. If Customer desires delivery on or after a specified date, Customer must write "Do not ship for arrival before (date)." On Customer's purchase order.

Changes or Cancellations of Orders

Cancellations or changes will not be accepted once a purchase order has been acknowledged without express written approval from Surfacetech. Consent for changes may be conditioned upon Customer's agreement to pay increased or additional expenses resulting from the requested change. If cancellation is approved, a processing fee of up to fifty (50) percent of the original purchase amount will be assessed. All non-standard or custom orders for special construction or special finish cannot be cancelled once work production has started.

WARRANTIES AND WEIGHTS

Warranty

All products manufactured by Surfacetech are guaranteed for a LIFETIME, which is defined as a period as long as the product is owned by the initial Customer, with the exception of the following products:

- Electrical Products: one (1) year
- High wear parts such as wood veneers, glides, casters, springs and adjustable work surface mechanisms, folding mechanisms, flip-top mechanisms: one (1) year
- Third party supplied products: supplier's warranty

The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of the product during the warranty period. If a product is defective, and if written notice of the defect is given to Surfacetech within the applicable warranty period, Surfacetech at its option will either repair or replace the defective product with a comparable component or product.

In no event shall liability under this warranty exceed the original purchase price of the defective product. In no event shall Surfacetech be liable for consequential or special damages for transportation, installation, adjustment or other expenses that may arise in connection with such products or parts.

This warranty does not apply to damage caused by Customer alterations to the product unless expressly authorized by Surfacetech. Surfacetech does not warranty the matching of color, grain or texture except to within commercially acceptable standards. A product will not be considered defective and Surfacetech will not be obligated to replace it, if the product is not installed or used as recommended by Surfacetech.

Weights and Dimensions

All weights and dimensions listed in Surfacetech's price or product listings are nominal.

GSA Contract

Schedule Title: FSC Group 71, Part 1, Office Furniture

GSA Contract No. GS-28F-0006V

GSA Contract No. GS-28F-0007V

GSA DISCOUNT 58%

1a. Special Item Numbers Awarded:

SIN 711-2, 711-8, & 711-11 (GS-28F-0006V)

SIN 711-12 & 711-20 (GS-28F-0007V)

1b. Lowest Priced Item:

SIN	Model	Net Price
711-2	OPT-BCA	\$10.50
711-8	1PZCJV	\$546.00
711-11	1Q924L	\$340.20
711-12	1N942L	\$142.80
711-20	1FZCJL	\$315.00

2. Maximum Order:

SIN 711-20 \$100,000

SIN 711-8 \$300,000

SIN 711-2, 711-11 & 711-12 \$500,000

3. Minimum Order: \$100 net

4. Geographic Coverage:

The 48 contiguous states and the District of Columbia, Alaska, Hawaii, Puerto Rico and the Virgin Islands.

5. Point of Production:

7106 East Truman Road, Jackson County,
Kansas City, Mo 64126

800-241-2982(p)

816-231-1185 (f)

6. Discount from list prices:

All prices shown herein are at list. Discount is 58% off of list.

7. Volume Discount: none

8. Prompt payment Terms: Net 30 days

9a. Government Commercial Credit Cards Accepted.

9b. No Discount for Payment by Government Credit Card.

10. Foreign Items: N/A

11a. Time of Delivery:

Standard production lead time within 4-5 weeks of receipt of a complete and accurate order.

11b. Expedited Delivery:

Items available for Quick Ship are listed in the price list with a 10 day production lead time.

12. Freight:

Freight paid by Surface Technologies, Inc within the contiguous 48 states. (FOB Origin, freight prepaid and allowed); \$125 net freight charge on orders less than \$1,500 net.

13. Ordering Address:

Surface Technologies, Inc.,
C/O (Name of Authorized Dealer/Representative)

7106 East Truman Road

Kansas City, MO 64126-2740 USA

Phone: 800.241.2982/816.241.2982

Fax: 816.231.1185

Email: custserv@surfacetech.com

14. Payment Address: Same as # 13 above

15. Environmental Attributes:

Surface Technologies, Inc. is committed to protecting the environment. We use environmentally sensitive processes and maintain recycling programs in our facility. Please contact our Customer Service Department to request additional information on our environmental commitments.

16. Warranty: See page iii of Price List.

17. Cancellation:

Prior to production, no cancellation charge will apply. After production, only actual cost incurred that can't be recovered through resale of merchandise in a reasonable length of time (6 months) will be subject to cancellation charges.

18. Returns:

Returns for other than contractor errors or warranty reason will not be accepted without written authorization from Surface Technologies, Inc. Agencies must notify contractor for authorization prior to returning items.

19. DUNS Number: 00-714-9487

20. Tax ID Number: 43-1181733

21. CAGE Number: 08VN9

22. Size of Business: Small

***Expiration Date:**

GS-28F-0006V expires November 30, 2013

GS-28F-0007V expires November 30, 2013

PRODUCT ON CONTRACT

Discount from List Price: 58%

SIN Numbers/Products

711-2 (GS-28F-0006V): Tops

711-8 (GS-28F-0006V): Palermo

711-11 (GS-28F-0006V):

Athens Collection
Billboard Collection
Cambridge Collection
Case Goods Collection
Geometry Collection
Havana Collection
Joey Collection
Onyx Collection
Palermo Collection
Parker Collection
Triumph Collection
Zip Tables

711-12 (GS-28F-0007V):

Billboard Collection
Cambridge Collection
Havana Collection
Onyx Collection
Parker Collection
Triumph Collection

711-20 (GS-28F-0007V):

Case Goods Collection
Palermo Collection

Environmental Statement

Mission Statement

Surfacetech is committed to cultivating environmentally sound practices in all aspects of its business operations and manufacturing processes while continuing to produce quality contract furniture.

Where we are now

Product

GREENGUARD Certification®

All Surfacetech laminate products have earned GREENGUARD Indoor Air Quality and Children and Schools Certification®. Qualifying lines include: Billboard, Cambridge, Geometry, Havana, Joey, Journey2, Onyx, Palermo, Parker, Seminar, and Triumph.



Cores

All Surfacetech cores, the largest portion of its product, meet emission requirements for California Air Regulation Board Phase II. Surfacetech cores also are considered Environmentally Preferable Products (EPP) products by the Composite Panel Association. All EPP products must contain 100 percent recycled or recovered fiber content. Also, formaldehyde emissions from unfinished EPP particle board must be less than or equal to 0.18 ppm.

Laminates and backer

All Surfacetech laminate manufacturers, Arborite, Formica, Nevamar, Pionite and WilsonArt have earned GREENGUARD Certification®. Surfacetech's phenolic backer is a product of PolyBak and also earned GREENGUARD Certification®.

Veneers

All Surfacetech veneers are harvested from forests that meet the stringent environmental, social and economic standards of the Forest Stewardship Council (FSC).

Bases

Surfacetech's steel base suppliers confirm the recycled content of their product can vary from 30 percent to 100 percent. Surfacetech bases are powder coated. Powder coat paint emits zero Volatile Organic Compounds (VOCs) and any over spray in the process can be collected and reused leading to almost no waste of product.

Processes

Manufacturing

Surfacetech believes the best way to reduce waste is to avoid creating it at all. To accomplish this task, Surfacetech spends time on every order calculating maximum yield from core, laminate, veneer and backer sheets. By doing this, Surfacetech creates a minimal amount of waste.

Environmental Statement

Surfacetech recognizes the effect energy use (generated from either coal or natural gas) has on the environment. As such, Surfacetech seeks to minimize energy use by sending product through workstations in bunches. By keeping machines turned on a minimal amount of time, Surfacetech reduces its carbon footprint on the world.

Surfacetech understands that improving packaging methods is possibly the most important way to reduce its impact on the environment. Surfacetech minimizes the amount of packaging material used to safely transport its goods. All cardboard boxes are made from at least 50 percent recycled material and can be recycled at the job or installation site. Surfacetech also uses recyclable plastic wrap.

Recycling

Surfacetech recycles or redirects almost 90 percent of waste (by weight) generated during manufacturing.

55% All paper products and cardboard are recycled through a Kansas City waste management company.

25% Particle board and saw dust waste are split between horse farms and Missouri Organic, a Kansas City company that diverts thousands of cubic yards of local green waste from landfills and illegal dumping every year by turning waste into compost.

10% Plastic, tin and aluminum cans are recycled through a Kansas City waste management company.

LEED-CI Qualifications

MR Credit 4.1 & 4.2

Recycled Content 20% (post + ½ pre-consumer)

Surfacetech's core material is certified by the Composite Panel Association as an Environmentally Preferable Product for 100 percent recycled or recovered fiber content. The core material comprises the largest portion of most Surfacetech lines.

MR Credit 5.1

Regional Materials 20% manufactured regionally

Schools, hospitals and offices located within 500 miles of Kansas City, Mo. benefit from this credit. The distances include Dallas, Des Moines, Oklahoma City, Omaha, Memphis, and St. Louis among many others cities.

EQ Credit 4.5

Low Emitting Materials

All Surfacetech laminate products earned GREENGUARD Certification®.

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