

TERMS AND CONDITIONS

LIMITED LIFETIME WARRANTY

Carolina warrants products it manufactures against defects of material and workmanship under normal use and service for the life of the product to the original purchaser. This warranty shall not apply to any products which have been subjected to misuse, accidents, abuse, abnormal usage, negligence, improper maintenance, damaged in transportation or whose original construction has been altered by someone other than Carolina or its authorized agents. No unauthorized person, agent or dealer may give further warranties on behalf of Carolina.

(Please note: Because of natural variations on materials over which Carolina has no control, this warranty does not extend to color, grain or texture of wood, leather or upholstery cover.)

Normal aging and wear of fabrics, filling materials and finishes are exempted from this warranty.

Carolina shall not be responsible for any expenses incurred by purchaser to repair or replace any product unless Carolina gave prior express written consent agreeing to reimburse purchaser.

In the event any product has to be returned to the factory for verification of a complaint, it must be pre-authorized by the factory and shipped prepaid along with written information containing the name of the original purchaser, original invoice number, and a copy of the original purchase order.

As purchaser's sole and exclusive remedy under this warranty, Carolina, at its option, will repair or replace the damaged product or parts that meet the terms and conditions of this warranty at no charge to the original owner of record, and will pay the freight charges provided Carolina has previously authorized the replacement or return.

Except as stated above, Carolina makes no other expressed warranties and disclaims all implied warranties as to any product, including warranty of merchantability and fitness for any particular purpose. Carolina shall not be liable for any consequential or incidental damages. This warranty is applicable only to those parts actually manufactured by Carolina.

All drawer glide suspensions — **lifetime**
All locking mechanisms — **lifetime**
All door hinges — **12 years**
Door Latches — **12 years**
Drawer Pulls — **12 years**

On product furnished by Carolina, but with components or equipment manufactured by others, including, but not limited to, foam, mechanisms, casters and textiles, the written warranty, if any, of the manufacturer is assigned to the purchaser.

ORDERING INFORMATION

All orders should be placed with:
Carolina — an OFS Brands™ company
PO Box 4398
Archdale, NC 27263
800.763.0212 or 336.431.9400
Fax 336.431.9511
oenc@carolinabusinessfurniture.com

ALL ORDERS MUST INCLUDE

- Your company name, address, telephone, and fax number
- Contact person
- Authorized signature
- Purchase order number
- Sold to address
- Ship to address
- Order date
- Requested ship date
- Complete style number (including all prefix and suffix numbers)
- Quantity
- Wood and/or laminate finish (refer to pages 5 and 6 for a complete list of Carolina standard wood finishes)
- Correct Net Dealer Pricing
- Any special instructions

Please check your order carefully before mailing or faxing to order entry to make sure that all ordering information is included on the purchase order.

PRICING

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. 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 Carolina products.

ACKNOWLEDGEMENTS

You will receive a factory acknowledgement of your order by fax. Please check all factory acknowledgements to confirm your original purchase order. Once an order is acknowledged to you, the factory will be responsible for shipping exactly the items acknowledged at the prices acknowledged. No adjustments can be made to an order once it has been placed into production without penalty (see Cancellations).

Carolina reserves the right to alter products for improved construction and method of manufacturing. Dimensions may differ from printed specifications since materials may vary slightly.

Due to monetary fluctuations and changing material costs, Carolina reserves the right to change pricing without notification. All orders are subject to prices prevailing at time of order and shipment within standard lead times.



CAROLINA STAT PROGRAM

Many Carolina products are available on a "quickship" basis. Contact your Carolina Sales Representatives or Customer Service for availability, terms and conditions.

QUANTITY ORDERS

Contact your Carolina 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 of the Continental United States are freight prepaid and allowed to port of exit. Carolina 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. Carolina reserves the right to implement a fuel surcharge. **Orders of less than \$1500 net** will be assessed a handling charge of \$100 net 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
- Refused/Returned Freight
 - Freight refused at destination and returned to Carolina - Double Freight
 - Freight refused at time of delivery; returned to Carolina to deliver at a later date - Triple Freight
 - Detention Fees (after 2 hours of waiting) - \$85 net per hour
 - Weekend delivery available Friday after 3:00 p.m. through Sunday night, or Holiday - \$600 net per truck
- Customer Pickup
 - Customer Request for 3rd party to pick up freight at Carolina terminal - \$125 net
- Change of Tags/Address/Phone #'s on Shipments - \$35 net

CANCELLATIONS AND ORDER CHANGES

Acknowledged orders are considered firm and binding and are not subject to change or 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 0.067% 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 the time of shipment.