

## General Product and Ordering Information

Customer Service	920-682-4601
Sales - Lab	920-682-4601 X101
Toll Free:	877.682.4601
Fax:	920.683.2970
Email:	Sales@InvincibleFurniture.com Accounting@InvincibleFurniture.com
Websites:	www.InvincibleFurniture.com www.InvincibleLabProducts.com
Office Hours:	8:00 am-4:30 pm CST Mon-Fri

**PRICING:**

Pricing is per request for quote and completed by Sales. Invincible<sup>™</sup> product listing and or elevation and floor plan drawings are required to complete pricing. Changes or alterations to standard product are subject to an additional charge. All pricing, quoting and invoicing, as well as purchase orders and payments accepted will be in U.S. dollars only.

**TAXES:**

All price quotes are subject to any Federal, State, and Local taxes.

**ORDERING:**

A hard copy purchase order is required. Please fax, email or mail your order to:

Invincible<sup>™</sup> Office Furniture Solutions  
PO Box 1117  
Manitowoc, WI 54221-1117  
Fax: 920.683.2970  
Email: Sales@InvincibleFurniture.com

To expedite entry of your order, verify your order is complete and accurate. Be certain to include all catalog numbers, options, quantities, and selected finishes. Include purchase order numbers, bill to and ship to addresses, contact name, and specific shipping dates agreed to. Please include the ship to contact's telephone number.

Individual product questions may be addressed through order examples and specific product information listed on each page or by calling sales.

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### **ACKNOWLEDEMENTS, CHANGES & CANCELLATIONS:**

All complete credit approved orders received will be acknowledged once through order entry.

**Any orders received without complete correct information will NOT be entered until complete correct information is received in writing. Verbal is not acceptable.**

Information must be confirmed via hard copy. Lead times are determined upon order entry. Customers accept responsibility for correct order information and are required to inspect their acknowledgements carefully. All orders are subject to approval of Invincible. Additions to existing orders require a new purchase order and will receive a new order number. Review of the add ship date will occur to determine if it can go with original shipment or need a new ship date. Customer will be advised so they can choose to make the original order ship date the same as the add to order.

Orders may be cancelled, but are subject to processing and restocking charges. A charge of 10% of net amount will be assessed on any item cancelled after an order has been entered for production but has not been manufactured. There will be a 50% restocking charge applied to any cancelled or changed item after it has been manufactured but not yet painted. Painted product along with nonstandard and custom products may not be cancelled.

### **CUSTOM FINISHES:**

For standard finishes (paint) please visit us online at [www.InvincibleLab Furniture.com](http://www.InvincibleLabFurniture.com). Tangible samples may be requested by contacting our Customer Service department by fax, phone or via the web. Office Furniture colors are NOT SEFA formulated thus can NOT be used for Laboratory Casework and Fume Hoods.

For custom color finishes a physical color sample is required for processing, formulating and matching. Due to varying paint formulations, aging, oxidation, and effect of light, special and standard finishes are not guaranteed to match new or existing furniture.

For custom finishes, please consult with sales for a written price quote and lead time. The initial custom finish match may take up to 8 weeks to complete followed by approval from the customer. If additional tweaking of the formula and subsequent sample matches are required, this adds additional approval lead time. Orders cannot be entered into production until the custom finish approval process is completed and written approval is received from the customer. Quoted lead time will include an additional 2 weeks to incorporate the custom finish into the manufacturing process. Special paint orders may not be cancelled.

## **FEES FOR CUSTOM FINISHES**

### **CUSTOM PAINT MATCHING:**

A custom paint net set up fee will be charged per color per order (\$2,500) along with a 5% net of product fee. Contact sales for a quote and lead time. Maximum of two colors per unit allowed (base color 'shell of unit' and an accent color 'door & drawer').

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### LIMITED WARRANTY:

Invincible<sup>™</sup> brand metal products are warranted to be free from defects in material and workmanship for the period of one year following shipment as long as the original purchaser owns the product. This warranty does not cover normal wear and tear that is to be expected over the course of ownership.

This warranty is conditioned on proper care of the product, and use of the product being limited to normal commercial use in a climate controlled environment. Modification or attachments to the product not specifically approved in writing by Invincible<sup>™</sup> will void the warranty. Products that were not installed, used or maintained in accordance with the product instructions and warnings will void the warranty. Attempts to make repairs by, or on behalf of the end customer will void the warranty.

### CODE RESTRICTIONS

As local codes vary, the purchaser is responsible to notify Invincible<sup>™</sup> of all local codes. The proper application and installation of products is the purchaser's responsibility.

### NEW ACCOUNTS:

New customers are required to complete a credit application before orders are accepted. The credit application is available online at [InvincibleLabProducts.com](http://InvincibleLabProducts.com). Credit applications are to be submitted to the Accounting Department. New customers may be required to pay a 50% deposit down with their first order, including freight and fuel surcharges. Balance of the invoice may be expected BEFORE the order is shipped. The Accounting Manager, based upon the customer's credit history, will determine terms for subsequent orders.

### CUSTOMER ORDER DEPOSITS:

A 50% deposit may be required for any order for non-standard or custom product. Any such deposit shall accompany customer's purchase order.

### CREDIT POLICY:

Credit limits for all customers will be determined by the Accounting Department. Any customer submitting orders that exceed their credit limit will be required to make payment of a deposit for said orders or previously entered orders before those orders are entered into the production schedule. Customers will be notified that they have exceeded their credit limit by the Accounting Department.

### PAST DUE ACCOUNT STATUS:

Any customer account that becomes past due will be placed on credit hold and no orders will be fulfilled or entered until the account is brought current. Any account that becomes more than 15 days past due will be referred to a collection agency for resolution and the customer will remain on credit hold until the entire balance due is paid in full. Any customer who is placed with a collection agency will be placed on Cash in Advance terms for a period of no less than one year, at which time the account will be reviewed and considered for alternate payment terms.

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### **COLLECTION COSTS:**

In the event the customer defaults on payment obligations to Invincible<sup>™</sup>, and Invincible<sup>™</sup> must employ the services of an attorney or collection agency to enforce these obligations, customer shall reimburse Invincible<sup>™</sup> for all of its actual collection costs and expenses (including actual attorney's fees and court costs) upon demand.

### **CHARGE BACKS:**

Must be approved in writing and in advance by authorized Invincible<sup>™</sup> agent. No approval, NO CHARGE BACK. Customers are responsible for contacting their sales representative with any concerns that may cause a charge back to be considered.

### **FREIGHT & DELIVERY:**

All price quotes are FOB factory. Freight shall be prepay and add and allowed to all freight stations in the U.S. mainland states. Freight is estimated at time of quote. Actual freight charges will be included with the invoice upon shipment. Contact Invincible<sup>™</sup> Sales if you have questions regarding freight.

Invincible<sup>™</sup> shall determine the method of shipment, which includes but is not limited to; the determination of the carrier, method of shipment, and routing. A call ahead of delivery is standard practice. Standard delivery shall be dock-to-dock delivery and shall occur Monday through Friday. Any freight expenses over those normally charged by the carrier due to a specific request by the purchaser or consignee (e.g. lift gate required, inside delivery, weekend delivery, residential delivery, military base or school delivery, as examples, requiring special equipment, etc.), shall be charged back.

Customer directed or expedited shipments shall be prepaid and billed at actual cost. Any charges arising from failure to meet a shipment, rerouting while in transit or carrier's storage shall be charged back.

### **TRUCKLOADS:**

On all individual full truckload shipments, Invincible<sup>™</sup> will call the customer contact before loading the trailer requesting a firm arrival date. If a customer requests to hold shipment after the trailer is loaded, Invincible<sup>™</sup> will hold the trailer a maximum of 24 hours without a penalty. After 24 hours the customer will be assessed \$150 per day, per trailer until the trailer is released. Invincible<sup>™</sup> may accept requests to blanket wrap orders. Please consult sales for additional charges that may apply including labor and other expenses that may apply.

If requested by the customer, or required by the carrier to unload, Invincible<sup>™</sup> will unload product from the trailer for a later shipment. The charge for this service is \$150 per hour.

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### **REQUESTS FOR SPECIFIC DELIVERY TIME(S):**

Invincible<sup>™</sup> will consider requests for delivery times and for drop shipments to job sites, and will undertake reasonable efforts to indicate any such request(s) to product carriers. Invincible<sup>™</sup> may, at its sole discretion, extend to customers the option of a carrier guaranteed set delivery time at an additional cost to customer.

### **ACCESSORIAL FEES:**

Customers shall be responsible for the payment of any and all accessorial fees.

### **STORAGE OF PRODUCT:**

If following Invincible<sup>™</sup>'s acknowledgement of customer's purchase order, customer requests a delay in shipment for any period greater than one (1) day from the scheduled ship date, customer shall be responsible for the payment of the following storage fees:

- 1.) Less than full trailer (7 pallets or 24 feet or less) \$5 per pallet per day.
- 2.) Full trailer - \$75 per day per trailer

### **FUEL SURCHARGE FEE:**

Invincible<sup>™</sup> may impose a surcharge over time due to prevailing economic conditions.

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## General Product and Ordering Information

### TITLE, RISK OF LOSS & SHIPMENT DAMAGE OR SHORTAGE CLAIMS AND RETURNS

#### TITLE & RISK OF LOSS:

Title to products shall pass to customer upon delivery by Invincible<sup>™</sup> to the carrier. For purposes of risk or loss, all shipments are “FOB Origin” and customer acknowledges that once Invincible<sup>™</sup> delivers the product to the carrier, risk of loss shall pass to the customer.

#### SHIPMENT DAMAGE CLAIMS:

All products are packaged to comply with carrier requirements and leave Invincible<sup>™</sup>'s facility in good condition. On LTL shipments, warning labels for proper handling and instructions (to the carrier) are included. Occasionally damage occurs in transit. Please be aware that you are responsible for all freight claims and the cost of all replacement pieces for each shipment you accept.

**Inspect each shipment very carefully before acceptance.**

If you receive product that is freight damaged, the following steps **MUST BE TAKEN**:

#### 1. BEFORE SIGNING FOR THE DELIVERY:

- a. Carefully inspect each pallet or unit upon arrival. Make careful notation of all damages or suspected damage (concealed) on the bill of lading, delivery receipt and/or freight bill.
- b. Note “stacked pallets” on the delivery receipt if shipment arrives as such. Invincible is not responsible for pallets stacked at the carrier terminal. Any unloading difficulties or damage due to stacked materials are the carrier’s responsibility.
- c. **REQUIRE THE DRIVER TO NOTE ALL DAMAGE OR SUSPICION OF DAMAGE (CONCEALED) ON THEIR PAPERWORK. THIS IS ESSENTIAL OR YOUR CLAIM MAY BE DENIED. THE DRIVER MAY TRY TO LEAVE NOT WANTING TO DO THIS, BUT IT IS REQUIRED OF THEM TO COMPLY. NOTE THE DRIVER’S NAME. IF CONCEALED DAMAGE IS NOTED, YOU HAVE A MAXIMUM OF 5 DAYS TO FURTHER INSPECT AND VERIFY THAT DAMAGE HAS OCCURRED.**
- d. Take digital pictures of damage and possible concealed damage, stacked pallets, etc.

#### 2. AFTER SIGNING FOR THE DELIVERY:

- a. Immediately file the claim with the delivery driver. If this is refused – note as such (get driver’s name) and contact the carrier terminal to arrange for a claim form and inspection report to be faxed or emailed to you. A carrier contact number should be shown on the freight bill - ask driver for a number if you cannot locate.
- b. Once your claim number is received, forward this information and pictures to Customer Service for Invincible<sup>™</sup>'s use in carrier performance tracking.
- c. Keep all damaged pieces and packing material/cartons for inspection by the carrier.

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### SHIPMENT DAMAGE CLAIMS CONTINUED:

#### 3. ACCEPTED FREIGHT WITH CONCEALED DAMAGE

- a. Contact the carrier immediately upon discovery of concealed damage. The carrier will determine inspection based on value and time elapsed. Take digital pictures.
- b. Follow instructions given by the carrier.

#### 4. REORDER DAMAGED PARTS/PRODUCT

- a. Contact your vendor for replacement parts/product. The replacement product is billable. Digital pictures should be provided to define product along with information from the bill of lading, delivery receipt, freight bill and/or packaging labelling.
- b. Advise you have initiated a freight claim and the number assigned.

### SHORTAGE CLAIMS:

Customer must report shortage claims to Invincible<sup>™</sup> within five (5) days immediately following delivery. Shortages reported after will not be honored.

### RETURNS:

No return shipments will be accepted.

### PRODUCT SIZES / VARIATIONS:

Dimensions listed in catalog are as follows: Width x Depth x Height. These are nominal dimensions. If size is critical, please obtain written verification from sales. Variations may occasionally occur in dimensions shown.

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