



## 10 Day Quickship

### 10 Day Guarantee

Upon Acceptance and acknowledgement, 10 Day Quickship orders will ship from our factory (165 City View Drive Toronto, On, Canada) within 10 Business Days (excluding any statutory holidays) or the order will be deemed free. The original bill of lading, with your shipment from the Spec factory at 165 City View Drive Toronto, On, Canada, shall determine the shipping date.

Spec will endeavor to expedite your shipment upon departure from the factory.

Spec reserves the right to cancel or change the 10 Day Quickship program at any time, and may refuse to acknowledge a 10 Day Quickship order at our discretion.

### Credit

All purchase orders are subject to credit approval. For our established dealers, terms are net 30 days from date of invoice. In some instances a deposit may be required to accompany an order. We will advise you if a deposit is required when we acknowledge your order.

### Damage and Claim

All products are carefully examined before packaging for shipment. Ownership of your product passes to you upon pick-up by the carrier at our factory. Upon receipt of your order, check for any physical damage to the product (even if the carton is unmarked) that may have occurred during transit. Note any physical damage on all copies of the bill of lading and enter a freight claim with the carrier immediately. If you discover damage while unpacking, arrange for a carrier inspection immediately. Any damage, visible or concealed, must be reported to the carrier within 15 days from delivery. Our customer service people would be pleased to help you in any way during the process.

### Cancellations, Returns and Changes

Orders are in process once acknowledged and may not be canceled without our consent. You may be responsible for work in process and administration costs including labor and raw materials. Merchandise may be returned only with our clear written authorization. Freight costs for return are your responsibility. Our product designs, processes, and materials are always under review ensuring the best quality and value to you. We will do our best to notify you as improvements occur.

### Ordering Procedures

Please use model numbers and finish codes with a brief description of the product(s) being ordered. Your order will be acknowledged in writing to you (usually by fax) once clarified. We request your assistance in checking our acknowledgement's accuracy to your order to ensure discrepancies do not occur. It is your responsibility to let us know of any discrepancies within 24 hours of receiving the acknowledgement.

### Quantity Limit

The 10 Day Shipping Program is available for a selection of Fitt, General Purpose tables and Snowball chairs to a maximum quantity of 20 pieces per order. If you need more than this quantity on your 10 day shipment, please contact Spec Customer service for approval. We will do our best to accommodate your needs. Spec reserves the right to limit product quantities for 10 Day shipments. The standard Spec shipping program applies to all 10 Day orders. Please refer to the online Shipping Program or contact Customer Service at 1.888.761.7732.

Spec reserves the right to cancel or change the 10 day program at any time and may refuse to acknowledge a 10 day order at our discretion.