



## Terms and Conditions

### Prices

U.S. shipments are FOB Buffalo, New York (refer to Spec's U.S. prepaid shipping program), and Canadian shipments are FOB our plant (refer to Spec's Canadian prepaid shipping program). Prices include all carton and crating charges and do not include any taxes, storage, shipping or installation charges. Prices are subject to change without notice.

### Warranty

We are pleased to provide the initial purchaser with a Lifetime Structural Warranty against defects in design, construction and materials. Finishes and cover materials are warranted for two years subject to normal wear and tear. Our warranty will not apply where there is evidence of alteration, misuse, negligence or abuse. No warranty shall apply to COM fabrics. During the warranty period, we will repair, or at our option, replace any product where we are satisfied the product is defective. Decisions on warranty rest solely with Spec. All freight charges for items being returned for service must be prepaid by the customer. If a claim is accepted, we will gladly refund the charges incurred.

### 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 Claims

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 department 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 cancelled 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 returns 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 our model numbers and finish codes with a brief description of the product(s) being ordered. Your order will be acknowledged promptly and in writing to you (usually by fax or e-mail) 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 5 business days from the acknowledgement date.

### Custom Orders

Custom orders are encouraged. Our constant design innovation and adaption to new ideas is fueled by our customers. If you can't find what you require, or have a unique application, simply call us.

### COM Shipping Instructions

All COM fabrics should be ordered and shipped directly to our factory at 165 City View Drive, Toronto, Ontario, Canada, M9W 5B1. For fabric originating in the United States, most suppliers are aware of the required documentation for entry into Canada. Please have your COM supplier mark on the customs documentation that UPS is our customs broker. If there are any questions, please feel free to contact us. All COM fabric shipments should be shipped freight prepaid.

### 10 Day Quickship

The 10 Day Quickship features products from the Snowball Chair Series, the Fitt Table System and a selection of General Purpose Tables. Spec ships your confirmed order within 10 business days or it's free. Refer to our 10 Day Quickship for more details.