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TERMS AND CONDITIONS

INTRODUCTION:

Arcadia is committed to providing quality seating and table products that complement the business environment. Our commitment to our customers extends beyond the products we make: to provide a quality product that is enhanced by the service that supports the product. The Price List herein provides all relevant ordering procedures, conditions of sale and shipping information that will allow you, the customer, an easy path to receiving the quality product that you order. Additionally, our Customer Service staff and Sales Representatives are available to assist with any questions you may have.

PRICING:

All prices reflected in this Price List are for our standard products. These prices supercede any and all prior Price Lists or Supplemental Price Lists. We reserve the right to modify prices without prior notification.

TERMS:

Net 30 days to credit approved accounts. The customer will be liable for any costs incurred in attempting collection of past due amounts, including collection and/or attorney's fees. Past due accounts are subject to a 1% late charge for each month after 30 days.

CREDIT:

A line of credit may be established upon acceptance of satisfactory references, including the completion and signing of our Credit Application Form. All new customers are required to remit 50% of the invoice amount with the placement of the purchase order, with the remaining balance due before the merchandise is released for shipment. Custom furniture specifications may require the remittance of a deposit, for both new and existing customers with an established credit approved account.

ORDER ACKNOWLEDGEMENT:

Order acknowledgement will be made for each order and indicates final production specifications. Customers should review our acknowledgement, notwithstanding any variance in terms and conditions set forth on the customer's order form.

Orders will not be acknowledged or entered for production until all specification information is complete. Upon final acceptance of the order by the factory, orders will be scheduled for production. **For orders specified with COM, scheduling will occur upon confirmation of when materials are expected to arrive. Production begins when scheduling is determined, not when fabrics are received. Please be advised that receipt of any COM/COL or custom finish approval must arrive a minimum of 15 working days prior to the scheduled shipment date or the actual ship date may be extended by approximately 5-10 working days.** Contact Customer Service for exact shipping lead times.

ORDERING PROCEDURES:

To avoid unnecessary order entry delays, please be sure each order specifies the following information:

- | | |
|--|--|
| 1. Quantity | 7. Options (list with each specific product) |
| 2. Model number | 8. Drawing for modular seating configurations |
| 3. Item description | 9. Shipping destination, contact name and phone number |
| 4. Size | 10. Purchase order number |
| 5. Finish (wood and/or metal finish) | 11. Special instructions, if any |
| 6. Fabric (including any special instructions) | |

ORDER CHANGES OR CANCELLATIONS:

Arcadia must approve all order changes and/or modifications. Additions or modifications to acknowledged orders may be subject to rescheduling of said order. Cancellations, partial or otherwise, may be subject to cancellation charges or restocking fees. Contact Customer Service for applicable charges.

DELIVERY INFORMATION:

All products are shipped F.O.B. La Palma, California, freight prepaid and allowed. Title to the product passes from Arcadia to the purchaser upon receipt of product by the transportation company. The transportation company, however, assumes all responsibility from acceptance of shipment through final delivery.

Freight charges are included in all prices herein. Shipments that do not meet minimum value requirements for respective shipping territories are subject to a freight surcharge. The Delivered Freight Program is explained in detail on page 16.

TERMS AND CONDITIONS

CLAIMS:

Do not refuse merchandise damaged in transit. All shipments are delivered to the transportation company in good condition. Arcadia's liability ceases at that time. If shipment arrives damaged or short, you should first inspect all cartons/crates immediately and note any visual damage or shortages on the delivery receipt. The carrier should be notified immediately to inspect the merchandise and subsequently file a freight claim. If visual damage is not apparent, sign the delivery receipt "No Visual Damage". This will allow recourse for a concealed damage claim. Claims for freight damage, concealed or otherwise, must be filed within 15 days of original delivery date.

Do not destroy packing materials until shipment has been inspected by the carrier. Failure to make claims against Arcadia or its designated carrier within 15 days shall constitute acceptance of the merchandise and a waiver of any defects, errors or shortages discovered upon inspection. See page 15 for detailed instructions if a problem exists at time of delivery.

PRODUCT WARRANTY:

Arcadia products are guaranteed against defects in material and workmanship for a period of ten (10) years from the original invoice date. Pneumatic lifts, tilting mechanisms and casters are warranted to be free from defects in materials and workmanship for a period of four (4) years. Fabrics and electrical/data units are warranted to be free from defects in materials and workmanship for one (1) year or the extent the manufacturer will warrant further, whichever is greater. Customer's Own Materials (COM/COL) are not included in this warranty.

This warranty does not include damages from normal wear and tear. Normal wear and tear is defined as single shift service (eight (8) hours per day), five (5) days per week. Arcadia assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration or negligent use of the product.

The warranty provisions set forth above are expressly in lieu of all other warranties, express, statutory or implied in fact or by law, and all remedies against. There are no implied warranties of merchantability or fitness for a particular purpose made by Arcadia in connection with the sale or use of any such article of furniture.

If a defect in material or workmanship has occurred, Arcadia reserves the right to determine if the problem has occurred under normal use. The defective product will be repaired or replaced at the option of Arcadia, free of charge to the customer.

Warranty claims should be submitted, in writing, with a detailed explanation of the occurrence to our Customer Service Department.

WAREHOUSE AND STORAGE:

Due to limited storage space, orders will be shipped when completed. On orders for which payment has not been received, the merchandise may be shipped to storage facilities at the customer's expense.

PRODUCT DESIGN:

We reserve the right to alter our product design for the purpose of construction improvement, without notification. Weights and measurements are approximate and subject to change without notice.

CUSTOMER'S OWN MATERIAL

GENERAL INFORMATION:

COM's should be shipped prepaid to:

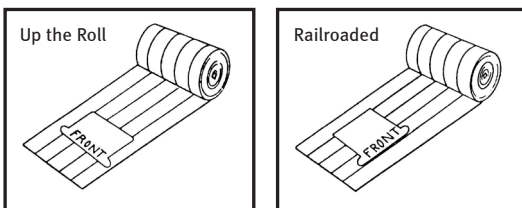
Arcadia
Attn: COM Department
5593 Fresca Drive
La Palma, CA 90623

All packages should be marked with customer's name, customer's order number and items to be covered. Collect shipments of COM/COL fabrics will not be accepted. Please furnish a sample cutting of COM or COL with the original purchase order so that identification of COM/COL can be verified. In the absence of specific written instructions accompanying the order, fabrics will be cut, seamed and applied at our discretion and at the customer's risk. An additional fee may be assessed for COM or COM materials that are deemed atypical should additional labor be required to cut, sew and/or match said materials.

While we inspect fabrics for mill imperfections, some are difficult to recognize. As such, we cannot be responsible for defects, color inaccuracies, dye lot variations and other flaws and suggest that our customers inspect fabrics before furnishing them. Under no circumstances will we assume responsibility for COM/COL shortages, flaws or other such problems. While we make a concerted effort to control COM/COL fabrics, it is not our responsibility to police the receipt of COM/COL's in order to meet delivery deadlines and we assume that customers are aware of any undue delay in the delivery of their COM/COL fabrics.

FABRIC APPLICATION:

COM fabric is cut "up the roll" as a standard cutting procedure (see chart below). Customer must specify that the fabric be cut in another direction (i.e. "railroad"). We reserve the right to railroad fabric whenever possible to avoid seams in large upholstered areas and/or single cushion units.



It is imperative that all COM fabrics sent to us are "backed" with, at a minimum, an acrylic or similar backing. We cannot be responsible for stretching of fabrics which are not "backed" subsequent to the upholstery process. Additionally, we cannot be held responsible for the appearance, behavior, quality or performance of any COM as well as COM's that are rolled reversed by the fabric supplier.

The application of patterned fabrics on curved seating units will be stitched to match pattern requirements. Geometric, linear and striped fabrics will be stitched together to provide the best match, however, a "V" pattern may be the result which is not considered to be a flaw. Additionally, due to varied stretch properties among fabrics, slight wrinkling or puddling may occur. Contact our Customer Service Department for any concerns regarding upholstery selections.

YARDAGE REQUIREMENTS:

COM yardage requirements shown in this Price List are based on using fabric which is plain (i.e. non-directional) and a full 54" wide. Fabrics that involve matching repeats and/or are of narrower widths will require additional yardage. Use the chart below to determine the necessary additional yardage for fabrics with repeats:

If you are using a printed or striped fabric with a repeat, use this table:

FABRIC REPEAT	INCREASE COM REQUIREMENT BY:
4.75" and under	0%
5" - 10.75"	12%
11" - 15.75"	18%
16" - 20.75"	25%
21" and over	40%

For upholstery fabrics that are less than 54" wide, please contact Customer Service for additional yardage(s) requirements. Specific models and quantities will determine final yardage amounts.

Yardage requirements may also be less than indicated on large quantity orders. Contact Customer Service with specific models and quantities for exact yardage required.

CUSTOMER'S OWN MATERIAL/FABRIC INFORMATION

CUSTOMER'S OWN LEATHER (COL):

Customer's leather must meet our standard of no more than three defects per hide. We use a conversion factor of 18 square feet per yard, unless otherwise noted herein, to determine the usable square footage for side chairs and executive seating. COL requirements on lounge pieces are noted within each lounge series. COL is priced as Grade 3.

ARCADIA VINYL/POLYURETHANE:

Arcadia offers selected vinyl/polyurethane upholstery options in addition to accepting Customer's Own Vinyl (COV). To determine grade-in pricing for vinyls/polyurethanes not included in Arcadia's standard program, please contact Customer Service for assistance. Customer's Own Vinyl (COV) is priced out as COM.

Due to the inherent stretch properties of 100% polyurethane, puddling or sagging is more likely to occur on the majority of these fabrics. For high traffic areas, alternate upholstery is recommended.

UPHOLSTERY COMBINATIONS:

For fabric, vinyl or leather upholstery combinations, pricing will be based on the following:

- When combining **two** COM/COV/COL fabrics, or fabrics with the same grade, add the following (per unit):
 - › \$45 List for guest, executive/conference chairs and stools
 - › \$65 List for bariatric chairs, lounge seating, ottomans and benches
 - › \$105 List for love seats
 - › \$130 for sofas
- When combining **three or more** COM/COV/COL fabrics, or fabrics with the same grade, add the following (per unit):
 - › \$55 List for guest, executive/conference chairs and stools
 - › \$75 List for bariatric chairs, lounge seating, ottomans and benches
 - › \$115 List for love seats
 - › \$140 for sofas
- When combining different grades of fabric, price will be based on the highest grade specified.

MOISTURE BARRIER:

Arcadia offers an optional moisture barrier to seats only on all seating products. Please specify appropriate option code next to chair model number and add the following (per unit).

Option Code	Description	List
MB01	Guest Chairs	\$50
MB02	Bariatric Chairs, Lounge Seating, Ottomans and Single-Seat Benches	\$95
MB03	Love Seats and Two-Seat Benches	\$145
MB04	Three-Seat Benches	\$170
MB05	Sofas	\$215

For products not listed above, please contact Customer Service for assistance.

FIRE RESISTANCE:

Due to the vast choice of fabrics with varying degrees of flame retardancy, we suggest you consult the published technical data of the fabric supplier. Fabrics, vinyl and/or leathers offered by Arcadia meet, as a minimum, California Technical Bulletin #117 or revisions thereto. Although this Bulletin relates to fabrics as well as resilient filling materials (i.e. foam and dacron), all Arcadia products conform to this standard. Consult the individual Arcadia fabric cards to review fabric specifications that are inherent in each fabric offered. Arcadia assumes no responsibility for the flame retardancy of any COM.

Certain jurisdictions require the use of additional fire inhibitors such as the regulation known as California Technical Bulletin #133. Arcadia provides compliance to this standard by way of application of a fire barrier. The cost of TB133 compliance is listed by each product, as applicable. Labels indicating respective fire retardancy compliance levels are placed on the underside of all seating products when required.

FABRIC INFORMATION

FABRIC CARE AND MAINTENANCE:

Most fabrics feature cleaning codes as reflected below:

Code S

- Only mild, pure water-free dry cleaning may be used for cleaning.
- Cleaning by a professional furniture service is recommended.

Code W-S

- Water base cleaning agents and foam may be used for cleaning. This fabric may also be cleaned with mild, water-free solvents.
- Cleaning by a professional furniture service is recommended.

Please refer to individual textile manufacturer's website for additional information regarding the care and maintenance of specific fabrics.

Cleaning of Arcadia leather, Luxor II and faux leather upholstery materials is as follows:

- Remove as much soil or staining material by brushing or wiping with a soft cloth or similar material.
- Use warm water and mild soap to remove most soil and stains.
- Do not use furniture polishes, oils, solvents, abrasive cleaners, ammonia or wax.

ADDITIONAL FABRIC PROGRAMS:

Refer to the presentation cards offered in our commercial catalog for Arcadia's selection of fabrics, polyurethanes and leathers for upholstery. Along with these fabrics, Arcadia, in conjunction with Architex, Design Tex, Maharam, Mayer, Momentum and Stinson, develops additional fabric programs to allow our customers to simplify the ordering of products and fabrics at one time. Refer to the Textile Partner Program brochure or contact Customer Service for additional information.

Patterns represented in the Textile Partner Program brochure reflect the full offering of our textile partners and may not be compatible with all products. Please contact Customer Service to verify that the selected fabric has been approved for your specification.

Architex®

DESIGN
TEX

maharam

MAYERFABRICS

MOMENTUM
TEXTILES

Stinson

FINISHES

WOOD FINISHES:

The Arcadia standard wood finishes available on our products are listed as follows:

Maple	Beech	Oak	Cherry
10 Natural Maple	12 Natural Beech	15 Honey Oak	13 Natural Cherry
11 Natural Beech on Maple	17 Honey Beech	20 Caramel Oak	40 Autumn Cherry
16 Honey Maple	22 Caramel Beech	25 Ebony Oak	45 Amber Cherry
21 Caramel Maple	27 Ebony Beech	32 Cinnamon Oak	
26 Ebony Maple	33 Cinnamon Beech	37 Bourbon Oak	Walnut
31 Cinnamon Maple	38 Bourbon Beech	44 Autumn Oak	29 Natural Walnut
36 Bourbon Maple	43 Autumn Beech	47 Amber Oak	30 Cinnamon Walnut
41 Autumn Maple	48 Amber Beech	52 Cordovan Oak	35 Bourbon Walnut
46 Amber Maple	53 Cordovan Beech	57 Mahogany Oak	50 Cordovan Walnut
51 Cordovan Maple	58 Mahogany Beech	70 Kona Oak	55 Mahogany Walnut
56 Mahogany Maple	73 Kona Beech		
71 Kona Maple		White Oak	White
		14 Natural White Oak	01 Pure White
		18 Slate Grey White Oak	
		19 Smoky Umber White Oak	

Please refer to the Arcadia Wood Finish Card for digital representations or contact Arcadia's Literature Fulfillment Department for actual samples.

Arcadia uses the following wood species within our product lines: Maple, Beech, Oak, White Oak, Cherry and Walnut. Please note that all models within this Price List are not manufactured in all species of wood. Please refer to individual models to determine wood species that are available.

Arcadia's standard wood finishes encompass a seven-step finishing process culminating with a durable conversion varnish top coat. This process results in a semi-filled, open-pore finish on all products. Full-filled finishes are available at an upcharge which can vary from 15-20%. Full-filled finishes simply fill in the open pores within the wood itself. In some cases, there may appear to be rubbing or fine abrasion lines in this finish. This is characteristic of the required method of rubbing, not an indication of an inferior finish, and can usually be mitigated by rewaxing the furniture.

As part of our finishing process, we best match the standard finish or a customer's custom finish on the appropriate wood species in which the product is manufactured.

CUSTOM FINISHES:

Custom wood finishes are available on our standard veneers and hardwoods. To match a custom finish, please submit a 2" x 3" (minimum size) sample for approval. A factory strike-off will be generated and sent to our customers for final approval. **We must receive the customer approved strike-off at the factory at least 15 working days prior to the scheduled ship date, otherwise the ship date may be delayed by 5-10 working days.**

For custom wood finishing, please add one-time upcharge of \$400 List per color per order for all products.

For custom paint finishes, please contact Customer Service for approvals and pricing. Please note that longer lead-times may apply.

FINISH MAINTENANCE:

As with all fine finishes, care should be taken to protect the finish from sharp, unprotected objects. The top coat has a natural characteristic to repel the most common liquids used around wood components, yet spills or soil marks should be cleaned up immediately to avoid moisture seeping into open-pore areas. Please note that constant polishing and cleaning of the finish may raise the sheen level, whereas neglect in cleaning will dull and possibly abrade the finish.

FINISHES

STANDARD LAMINATE TOPS:

Plastic laminate tops are available on most tablets, modular tables, occasional tables, conference tables, credenzas, media boards and training/meeting tables. We offer a limited number of standard wood laminates which closely, but do not exactly, match the Arcadia wood finishes. All standard laminates are listed below and are available at no additional upcharge:

Wood Grain Selection

Nevamar WM-8-340T Clear Maple	Wilsonart 7923K-07 Versailles Anigre
Wilsonart 7954-38 Natural Rift	Wilsonart 7122K-07 Empire Mahogany
Pionite W0951-SD Fine Oak	Wilsonart 7937-38 River Cherry
Nevamar WM-0005T Siren Maple	Formica 7739-58 Cocoa Maple
Pionite WY031-SD Formal Mahogany	Pionite SE101-AW Black Ashwood
Wilsonart 7054-60 Wild Cherry	Pionite WX421-PV Witchcraft
Pionite WM951-SD Honey Maple	Pionite WY160-SD Absolute Acajou
Wilsonart 7039-78 Windsor Mahogany	Nevamar WM-0047T Iconic Maple
Wilsonart 7935K-07 Shaker Cherry	

Solid Color Selection

Formica 459-58 Brite White
Pionite SG228-SD Slate
Pionite ST604-SD Nubian Brown
Wilsonart 1595-60 Black

Matching wood edges and/or bases to conference tables and conference group products specified with Formica Brite White, Pionite Slate and Pionite Nubian Brown, please add one-time upcharge of \$400 List per color, per order.

To match wood edges, aprons and/or legs to all other products specified with Formica Brite White, Pionite Slate and Pionite Nubian Brown (e.g. occasional tables, meeting tables, tablets, etc.), no additional upcharge required.

Matching wood edges and/or legs to all our other standard wood grain laminates is also performed at no additional upcharge.

For all table lengths, wood grain laminates will run parallel to length of table.

NON-STANDARD LAMINATE TOPS:

In addition to our standard laminates, we also accept most laminates from the following manufacturers: Formica (standard grade, matte texture), Nevamar, Pionite (standard grade, suede texture), and Wilsonart. Mirror, high gloss and metal laminates are not available.

To order a non-standard laminate, please specify the laminate manufacturer, pattern name, color number and contact Customer Service for pricing.

CORIAN® SURFACE MATERIAL:

Corian is available on a variety of seating and table collections, please refer to individual pages for availability and pricing. Except where noted, solid surface tops are affixed to table surface increasing overall table height by $\frac{1}{2}$ ". In some instances, a $\frac{1}{8}$ " reveal may be present. We offer eight standard Corian colors which are listed below:

Designer White	Rain Cloud
Linen	Sahara (T)
Deep Night Sky	Sonora
Platinum (T)	Witch Hazel

T = Terra Collection from Dupont.

Corian® is a registered trademark of Dupont.

To order a non-standard Corian color, please specify the name and color number. Contact Customer Service to confirm pricing.

Note: Non-matching seams are present on tables 36" and larger.

BACK-PAINTED GLASS:

Back-painted glass is available on select tablets, tables, conference accessories and inlay accents. Color options will vary across product collections, please refer to individual pages for availability and pricing. Standard colors are listed below:

#77 Sunshine	#89 Granny Smith
#80 Clementine	#94 Cotton
#87 Poppy	#98 Pacific
#88 Pink Flamingo	#99 Glossy Black

Please be advised that colors will be more muted due to the glass transparency properties.

TABLET EDGE SPECIFICATIONS

With the variety of materials available on rotating tablets, stationary table-ettes, pull-up tables and select occasional tables, the following represents how edge finishes will be applied to each.

For veneer tops, edge finish will always match the top finish color, unless otherwise specified.

For standard laminate tops (laminate cannot be applied to the edge):

- Wood grain laminates, edge finish will match the laminate top color, unless otherwise specified.
- Solid color laminates, edge finish will be natural (clear coat) as standard, unless otherwise specified.

For Corian tops:

- Designer White, Rain Cloud and Linen colors, edge will be white as standard, unless otherwise specified.
- Witch Hazel, Sahara and Sonora colors, edge will be natural (clear coat) as standard, unless otherwise specified.
- Platinum and Deep Night Sky colors, edge finish will be Kona as standard, unless otherwise specified.

For back-painted glass tops:

- #94 Cotton color, edge will be white as standard, unless otherwise specified.
- For all other colors, edge will be natural (clear coat) as standard, unless otherwise specified.

Edges are also available in all standard wood finishes, please specify. For custom edge finishes, please add one-time upcharge of \$400 List per color, per order.

Material options will vary across product categories, please refer to individual pages for availability.

SCS CERTIFICATION/QUICK-SHIP/CUSTOMIZATION

SCS CERTIFICATION:

As a matter of corporate philosophy, Arcadia is committed to intelligent environmental policies and practices. Standard recycling procedures and ecologically sensible policies and practices have been implemented throughout all aspects of our operations/facilities, and as it relates to new product development and project management. Furthermore, we insist on a similar operational philosophy from our vendor-partners.



In accordance with our ongoing efforts to develop and manufacture products that positively contribute to healthy environments, Arcadia has completed testing for Indoor Air Quality certification across several product categories achieving SCS Indoor Advantage Gold (highest certification available for Indoor Air Quality) for the majority of guest, lounge and bench seating models and SCS Indoor Advantage certification for all executive seating models.

With either SCS Indoor Advantage Gold or SCS Indoor Advantage certification, we not only meet the criteria of BIFMA M-7.1 and X-7.1 (low-emitting office furniture systems and seating) but also the LEED-Commercial Interiors EQ 4.5 credit for Indoor Air Quality of office furniture.

Products achieving SCS certification will be noted with the SCS logo throughout this price list.

Q S QUICK-SHIP PROGRAM:

Designed to provide a full range of products within a condensed time frame, the Quick-Ship Program features a select variety of Arcadia products that are available to ship within ten (10) business days*. Specify from among a host of Quick-Ship fabric options, Arcadia's signature L-1-3 Black leather or Luxor II CD-30 Ebony faux leather to simplify the ordering of products and fabrics at one time (refer to the Quick Ship fabric card to make your selection).

Customer's Own Material (COM) is also available on all Quick-Ship seating products. Flexibility has been an Arcadia trademark from the beginning and accepting COM, even for Quick-Ship, is no exception (ten-day lead time subsequent to receipt of COM fabric).

All Quick-Ship seating and table products are available in ten (10) standard Arcadia wood finishes or in several powdercoat finish options, as applicable, to further expand the flexibility of choice. And, in keeping with Arcadia's commitment to quality and value, all Quick-Ship products carry a Ten-Year Warranty.

Products available on the Quick-Ship program will be designated with the QS logo throughout this price list. Please refer to the Quick-Ship Program brochure for additional information, quantity maximums and available options.

*10-day manufacturing program begins upon approval of purchase order. For orders specified with COM, 10-day manufacturing begins upon receipt of fabric. No minimum quantities are required, however, please observe maximums where noted. Quick-Ship purchase orders should be designated as such and must be placed separately from standard lead-time purchase orders. No split purchase orders allowed.

CUSTOM SIZES OR MODIFICATIONS:

While maintaining design integrity, Arcadia's product modification and custom capabilities illustrate our commitment to providing value as solutions to the customers' needs. As part of our normal production schedule, Arcadia can furnish special sizes, finishes or other modifications upon request. Each request is individually reviewed to determine if any upcharge is required.

Orders requesting special sizes, or modifications different from those published in this Price List, must be authorized by Arcadia.

SHIPPING INFORMATION

FOR YOUR PROTECTION IT IS IMPERATIVE THAT YOU READ THIS NOTICE.

The merchandise you receive has been inspected at our factory to ensure that it is of the highest quality and in perfect condition prior to being shipped to you.

Keep this form and check the following upon receipt of merchandise.

1. Any items/cartons missing? Be sure that you have received the same number of cartons as appears on the delivery receipt. Make note of the cartons missing on the delivery receipt before you sign it.
2. Any items damaged? No matter how slight, all damage to items/cartons should be noted on delivery receipt before you sign. Do not sign or accept merchandise until you have checked all cartons thoroughly. Do not refuse shipments that may be or appear to be damaged.
3. Immediately after delivery, all cartons should be opened and all merchandise inspected for damage. Items may be damaged in transit, even though outer cartons do not show damage.
4. Contact the carrier who delivered the merchandise, in writing, immediately, if any damage is found. By law, any concealed damage must be reported in writing to delivering carrier within 15 days for cartoned shipments and 5 days for blanket-wrap shipments.
5. All cartons must be saved until the freight carrier has made an inspection.
6. If damage or loss claim is necessary, enter said claim with the motor carrier. The carrier's inspector will supply the necessary forms or you can use the standard form for presentation or loss and damage claim.
7. If you need assistance in filing a claim, please contact Customer Service.
8. If incorrect merchandise is received, please contact Customer Service.

UNAUTHORIZED RETURNS:

As per our terms and conditions of sale, we do not accept unauthorized returns. Such returns, should they appear at our factory, are automatically refused by us and they become the responsibility of the shipper and the carrier involved. Please contact Customer Service before returning any merchandise.

In order to resolve the problem at hand as rapidly as possible, please include all information pertinent to the problem. The most pertinent information required is:

1. Reason for return
2. Invoice number
3. Product code numbers
4. Copy of your purchase order

Upon receipt of your request, we will issue proper return authorization or furnish you with instructions in order to settle this matter to your complete satisfaction.

Your complete cooperation is most necessary and sincerely appreciated.

PACKAGING:

As part of our in-force measures to support intelligent environmental practices, Arcadia utilizes blanket-wrapped delivery at every opportunity. Not only does this eliminate the need to dispose of packaging materials but also enables greater efficiency and flexibility when routing shipments.

Please note the following exceptions:

- Applies to shipments within the contiguous U.S. only.
- For orders with 10 or less units, products will typically ship cartoned with the following exceptions:
 - › Co-op Upholstered Units
 - › Hush Private Lounge/Modular Seating Units
 - › Intima Modular Seating Units
 - › Avelina Meeting Tables
 - › All Conference Tables and Conference Group Products (Rendezvous, Escala, Domaine and General).

Due to the scale and/or weight of these products, blanket-wrap shipping is the optimum method.

If cartoning is required, it must be specified and included on purchase orders. Refer to individual product pages for applicable upcharges.

Please refer to page 12 for additional shipping instructions.

SHIPPING INFORMATION

Products shipped via the Arcadia freight program are for normal delivery only and do not include expedited shipping, inside delivery, installation, unpacking or the removal of cartoning materials. Any request for carrier “pre-delivery” notification should be noted on the original purchase order. Arcadia reserves the right to ship via the most appropriate carrier and/or routing on all shipments. If the customer specifies a carrier, other than a pre-approved carrier, freight will ship collect at the customer’s expense via the designated carrier. Any additional costs related to post shipment issues such as reconsignment charges, storage charges, etc., will be the responsibility of the customer.

Title to all goods passes to the purchaser upon receipt by the transportation company. It is the responsibility of the purchaser or consignee to report to the carrier promptly upon receipt, and to settle with the carrier, any subsequent claims for loss or damage. Refer to page 3 for details on reporting freight damages.

Arcadia offers a dual method freight program based upon delivery destinations.

SHIPMENTS TO TERRITORY 1

Deliveries within California, Arizona and Las Vegas, Nevada: Merchandise is shipped F.O.B. La Palma, CA, freight prepaid and allowed. Minimum shipment charge may apply (see below for details). Please refer to page 11 for packaging details.

Customers in CA, AZ and Las Vegas, NV shipping outside Territory 1 must contact Customer Service for applicable charges.

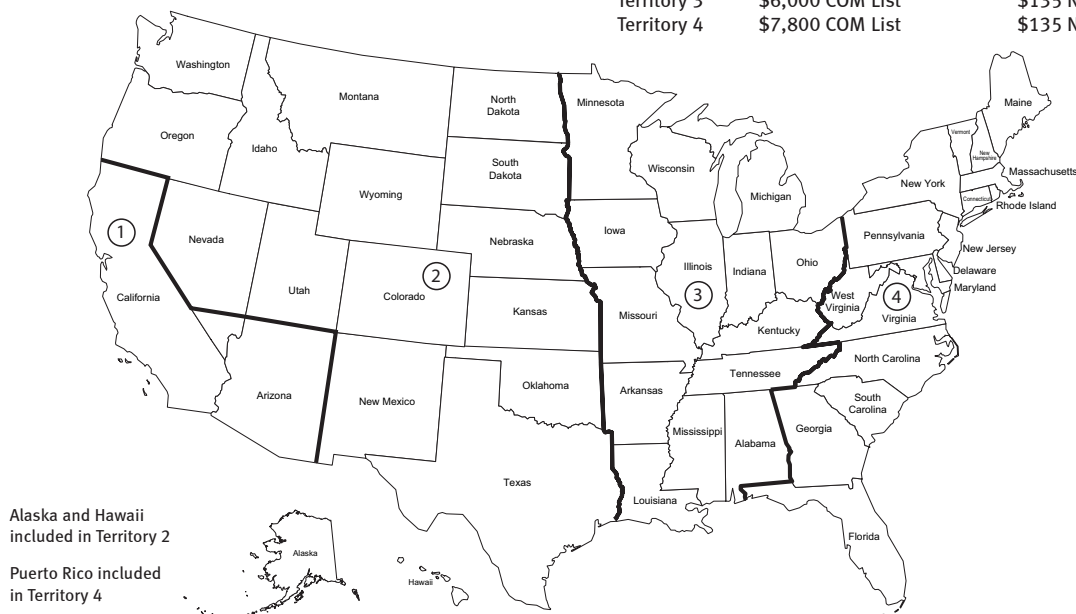
SHIPMENTS TO TERRITORIES 2, 3 AND 4

Deliveries to all other locations (identified as territories 2-4) other than California, Arizona and Las Vegas, Nevada: Merchandise is shipped F.O.B. La Palma, CA, freight prepaid and allowed. Please refer to page 11 for packaging details.

MINIMUM SHIPMENT VALUE REQUIREMENTS - ALL TERRITORIES

This freight program guarantees the product will be delivered freight prepaid to the designated consignee, based upon two factors: 1) destination territory and 2) value of shipment. Using the chart and map below, determine the product destination territory. If the value of the shipment to the destination territory meets the minimum requirement, the shipment is free from freight charges. If the value of the shipment to the destination territory does not meet the minimum requirement, a freight surcharge of **\$60 Net** per shipment for territory 1 or **\$135 NET** per shipment for territories 2-4 will be assessed. **Minimum shipment value is based on COM List, not the graded value.** See chart and map below.

Destination	Minimum Shipment Value	Freight Surcharge
Territory 1	\$1,500 COM List	\$60 NET
Territory 2	\$4,200 COM List	\$135 NET
Territory 3	\$6,000 COM List	\$135 NET
Territory 4	\$7,800 COM List	\$135 NET



This program does not apply to Will Call orders. For the shipment of textiles and/or components, actual freight charges will apply.

Shipments outside the contiguous U.S. are shipped to the point of embarkation free of charge, if the shipment meets the minimum requirement. All subsequent freight charges will be at the customer’s expense, shipped collect.

Due to the fluctuation of fuel prices, Arcadia reserves the right to impose fuel surcharges to invoices for any shipment(s).