



Facility Resources
Furniture for Corporate and Healthcare Environments

Installation Terms and Conditions

Installers shall:

Facilities and Equipment

- Provide all tools and equipment required to complete projects.
- Maintain a manned warehouse facility that meets local codes.
- Be able to receive and store furniture products.
- Use a consistent receiving log / inventory system.
- Use commercial vehicles for distribution and delivery of products.
- Able to deliver furniture products.
- No pick-up trucks or personal “family” vans.
- Supervisors and drivers carry cell-phones or pagers.

Employee and Training Requirements

- Crew is uniformed.
- Has a written training program, and actively uses it.
- Has a written safety program.

Financial and Insurance

- Maintain Workers Compensation Insurance.
- Maintain Commercial General Liability Insurance, with a minimum limit for bodily injury and property damage of not less than \$2,000,000 per occurrence and \$2,000,000 general aggregate.
- Maintain General Motor Vehicle Liability coverage of not less than \$2,000,000 per accident for bodily injury, and \$2,000,000 for property damage.
- Cargo Liability insurance is in place, or available upon the request of the customer.
- Warehouse Product Liability insurance is in place, or available upon the request of the customer.
- Employees and installers are paid through an established payroll process, (i.e. – not “cash under the table”).

Process and Paperwork

- Provide written quotes with terms and conditions.
- Provide a receiving report to customer upon receipt of product.
- Verify product matches receiving ticket from carrier.
- Perform an exterior carton inspection for indications of damage.
- Assist customer with Return Goods Authorizations, freight damage, and other claim forms.



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- Any additional work or charges are documented by a written change order process.
- Develop a written “punch-list” of deficiencies upon completion of work.
- Obtain a customer acceptance “sign-off” on completion of delivery and installation.
- Installs furniture as per plan. If installer makes changes to original plan without consulting Facility Resources prior to making changes, then the installer is responsible for those changes. If further adjustments are required due to these changes then the costs will be the responsibility of the installer.
- The Facility Resources contact/rep must be notified immediately if there are any issues during the install. If the contact/rep cannot be contacted, call Mike Hanington at 519-852-3569. If no one can be contacted, contact the client representative to review the problem. No independent action can be taken by an installer without authorization from one of the above sources.
- Any extra charges as a result of un-authorized work will not be paid. Any corrections required due to unauthorized work must be corrected at no charge to Facility Resources or the end client.

On site processes:

- All safety policies of the end user must be met or exceeded. Hard hats and steel toed boots are required on all projects involving general contractors.
- A fully qualified supervisor must be on site at all times and be named as the contact on the job.
- Installers will adequately protect all work on site.
- Any damages to work or property of others caused by installers is to be corrected or cost to do so will be deducted from invoice.
- The installer on a daily basis shall keep the premises and installation areas clean and free of debris, all waste and rubbish shall be removed from site, the job site must be cleaned up daily.
- Should the installation be delayed by site conditions out of installers control and the installers cannot reasonably work around the causes of delays, Facility Resources must be notified immediately. Additional costs due to delay on site will not be approved unless this notice is given and every effort is made to rectify the situation. Additional costs must be detailed and approved prior to work commencing. No additional costs for rescheduling with 24 hours notice will be approved.
- Should Facility Resources be faced with charges due to delays on the part of installers that are out of control of Facility Resources these charges will be deducted from installer invoices. These amounts must be clearly defined and understood by installers prior to being levied. Installers will be given every option to meet schedules if overtime is required to meet an agreed schedule it cannot be billed extra.