



Facility Resources

Furniture for Corporate and Healthcare Environments

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Order Processing

Facility Resources will place customer's orders for products and services after approval of customer's credit, receipt of signed contract and/or purchase order. Additionally deposit and/or progress payments may be required, as per our written proposal and schedule of payments.

Pricing and Payment

Our standard payment terms are net 15 days from invoice. Visa and MasterCard are accepted and a 4% surcharge will be added to the invoice total. Pricing discrepancies must be reported within 2 days, stating our invoice number. Charges for installation are not included unless specifically indicated on the quotation, bid or proposal. Verbal quotations do not include installation charges. Additional charges, as quoted or specified for installation, services or additional freight (outside our normal delivery area) will be shown on our invoices and identified as such. Additional charges, as quoted or specified for installation, services or additional freight may also be invoiced at a time later than the original product invoice.

Hold Back of Payment

Product received incorrectly, damaged or other deficiency may be held back for payment. The balance of the product received in good order must be paid within 15 days of invoice less a 10% hold back. The hold back of 10% in addition to the product received incorrectly, damaged or other deficiency must be paid within 10 days of satisfactory correction.

Delivery, Assembly & Installation

Delivery, assembly and placement of product are not included in all prices quoted unless otherwise specifically stated. Installation is not included in our prices unless clearly indicated. Installation charges will be clearly indicated within our proposal or quotation. Labour rates for installation are based upon delivery and installation during normal working hours, 9:00 am to 5:00 pm, Monday through Friday. Evening, night or weekend installations will be quoted at a separate rate. Facility Resources will consolidate and store product prior to delivery and installation at no additional charge, provided delivery and installation is scheduled within a reasonable time frame. Facility Resources will coordinate inbound product deliveries to minimize storage time in our facility, while meeting customer delivery and installation requirements. Minimum requirements for installation are heat, drinking water, and restroom facilities. Additionally the services of cable, computer and telephone system technicians may be required at the customer's expense. In the event that product being installed includes electrical components, a licensed electrician will be required to make final connections. Any deviation from the original specifications may result in additional installation charges. Access to the site must be available on a timely basis. Installation charges are based on known conditions. Site conditions may affect invoiced costs. If purchaser receives product directly from our vendor, purchaser agrees to inspect product and notify seller within 5 days of receipt of product for any claims.

Changes, Returns, Cancellations & Delays

Changes to orders are never authorized unless allowed by the manufacturer and customer agrees to pay any changes order fee assessed by the manufacturer, or by Facility Resources. Cancellations & Returns are never authorized unless allowed by the manufacturer and customer agrees to pay any cancellation or re-stocking fee assessed by the manufacturer, or by Facility Resources. In some cases cancellation or re-stocking fees are equal to the value of the order. If the purchaser requests an order delay, the order is invoiced at the regularly scheduled date, not the delayed date, and payable within 15 days. In addition to the product being invoiced, a storage fee may be assessed.



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Claims & Warranties

Facility Resources warrants any labour performed to be free from defects in workmanship for a period of 180 days, when installed by Facility Resources or authorized business partner. Products and materials are subject to manufacturer's warranties; please refer to manufacturers warranties for details. Facility Resources provides no charge labour for all manufacturers warranty work for the first year after installation. Facility Resources will seek reimbursement for labour costs from the appropriate manufacturer. All warranties for product offered by the manufacturer will be serviced by Facility Resources subject to the terms and conditions of the manufacturer's warranty. Refer to individual manufacturer warranties for details. Purchaser must retain the original invoice for warranty.

Freight Claims

Concealed damage must be reported immediately and all packaging materials must be retained for inspection. Facility Resources will process freight claims for visible product damage only if the delivery receipt indicates the product has been received damaged, and the shipment has been sent "pre-paid" by Facility Resources. Delivery receipts for common carriers or couriers that have clear signatures are solely the responsibility of receiver.

General

This agreement contains the entire understanding of the parties with respect to its subject matter, and there are no terms, conditions, representations, or understandings except as expressly set forth herein. This agreement may be amended or modified only by written instrument separately signed by the authorized representative of the parties hereto. These Terms and Conditions shall be binding upon and inure to the benefit of the parties hereto and their respective heir, personal representatives, successors and assigns, as the case may be. In no event shall the seller incur any liability with respect to delay in performance, or failure to perform any obligation under this agreement, where such delay or failure is the proximate result of any act of governmental authority, revolution, riot, disorder or disturbance, act of enemies, delay or default in transportation, strike, dispute among or between labour unions or other labour disputes, inability to obtain materials or facilities from normal sources, fire, flood, act of God, or any other cause not within the reasonable control of the Seller, whether it's of the class of causes or enumerated or otherwise. In no event shall the seller incur any liability for lost profits, for other special incidental or consequential damages with respect to this agreement. If or when this document differs from another similar document, this document shall always prevail.