

## GENERAL ORDERING INFORMATION

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The information in the online price list replaces all information in prior price lists, catalog pages, and swatch cards.

Phone Orders - Benchmark does not accept verbal orders.

Acknowledgments – Customer must notify Benchmark immediately of any discrepancy between purchase order and acknowledgment; otherwise Benchmark can accept no responsibility for manufacturing errors. Please use the control number when inquiring about your order.

Quotations – All Quotations by factory or representatives are for 30 days, unless extended in writing.

Prices – Prices may change without prior notice. All prices are F.O.B. factory.

Manufacturing – Periodically we make changes to existing product designs in order to improve the general construction of our product. In this event, product may vary slightly from catalog photography.

Samples – We make an effort to fill all sample orders promptly. Samples are supplied on firm orders only; must be paid for, and cannot be returned for credit.

### TERMS AND CONDITIONS

Terms: 40% deposit to start production with balance net 30 from date of shipment, subject to credit department approval. There will be a service charge of 1 1/2% per month on all invoices past due. In the event Seller must use any collection agency, attorney or courts to effect collection, Purchaser agrees to pay all reasonable and actual collection agency fees, attorney fees, and court costs.

Cancellation/Changes – Orders may not be canceled or changed without the written consent of Benchmark, such consent may be withheld, granted or granted subject to conditions, services charges and/or price changes, in Benchmark's sole discretion. Refunds of customer's deposits shall not be granted in any circumstances.

RETURNS: No returns will be accepted without written authorization from Benchmark Contract Furniture.

### UPHOLSTERY // COM:

Yardage requirement given is per unit. This yardage is based on solid fabric 54" with no repeat.

Benchmark Contract Furniture cannot be held responsible for appearance, behavior, color accuracy, durability, performance, or weaving of COM materials. All responsibility for COM shipments is between the purchaser and textile source.

Benchmark assumes no responsibility for the flame retardancy of any COM. Customers are solely responsible for making sure the COM complies with all applicable codes and regulations.

Benchmark reserves the right to reject fabrics or leathers we deem unsuitable for upholstery. When this occurs, the customer will be notified in writing with an explanation of the problem.

In the absence of instructions, we will apply the fabric pattern accordingly to our best judgment. We reserve the right to railroad fabric whenever possible to avoid seams in large upholstered areas and/or single cushion unit fabric cutting of adequate size allowing full repeats must be sent to customer service for approval.

COM fabric is cut up the roll unless otherwise directed by customer. All stripes will be applied vertically unless specifically requested to the contrary.

Benchmark seating products can be manufactured to meet California Technical Bulletin #133 and Boston Fire Code. Most standard fabrics, when used in combination with proper components can meet the requirements of the composite test for California Technical Bulletin #133 and Boston Fire Code. Due to contents, some fabrics may require additional treatment prior to being sent to Benchmark for application. COM fabrics must be evaluated on an individual basis. This may required the testing of the upholstery on the frames. Testing requires additional cost and lead time.

### UPHOLSTERY // GRADED IN:

Graded in fabrics are priced where applicable. Benchmark reserves the right to change graded-in fabrics without notice.

For care/ maintenance on graded-in fabrics please contact Benchmark Contract Furniture.