

Customer Service Policies

Order Placement

OCISitwell requires that all orders be submitted in writing via a formal company Purchase Order form. Orders may be submitted by fax or email to:

Email – Orders@OCISitwell.com • Fax — (866) 624-9662

All orders are subject to acceptance by OCISitwell Credit Department. Possession of this Price List does not constitute an offer to sell.

All submitted orders will be confirmed to the purchaser by way of OCISitwell's Order Acknowledgement. It is the purchaser's responsibility to review this document for accuracy and to contact Customer Service within 24 hours should an error exist.

Lead Times

Please note lead times indicate our standard production time only and do not include transit times. We reserve the right to modify our production times should business needs require us to do so. Business days are from receipt of a clean order and approved credit terms.

OCISitwell Leather seating is 10-15 business days.

Wood/Reception seating is 2-3 weeks.

In-Stock OCISitwell seating is 2-5 business days, all others options are 10-15 business days.

If a rush order is needed, please call Customer Service. When ordering non-stocked or C.O.M. fabrics, lead times may be adjusted.

Selected models are exclusively contained in our QUICK SHIP program, whereas orders meeting the QUICK SHIP guidelines are ready to ship in 3 business days or less.

Credit Terms, Prices & Payment

Prices presented in this book, as well as those quoted by OCISitwell are suggested list price and are subject to change without notice. Prices are effective as of the date printed on the cover and supersede all other previous versions. The electronic version contains the most current pricing, corrections and modifications to the printed version

Orders are invoiced at time of shipment. Whereas terms have been established, terms are net 30 days from date of invoice. Unpaid balances are subject to a late charge of 1.5% per month, or 18% per year.

A \$30.00 fee will be charged for returned checks.



OCI accepts Mastercard®, Visa ® and American Express. There will be a 1% convenience fee for all transactions using this method.

Purchase Order Requirements

1. Purchase order number and date
2. Complete Bill to and Ship to name, address and phone number
3. Complete Model Number and description
4. Quantity
5. Fabric and options
6. Whether you want to Will Call or use OCISitwell Landed Freight.
7. Required delivery date

To prevent a delay in processing orders please specify delivery requirements.

Dealer/purchaser is solely responsible for providing correct information when placing an order. Orders with incomplete information or pricing discrepancies will be held as "pending." Orders with a "pending" status will be scheduled for production when incomplete or incorrect information is resolved. If needed a new lead time will be provided.

Customers with Will-Call orders will be notified directly when orders are ready for pick-up. Orders not picked up after 1 week from date initial contact will be invoiced and due within stated terms.

Order Modification and Cancellations

An order may be changed prior to an order being placed into production or fabric has been ordered and not cut. Changes made to an order once it has been placed into production or after fabric has been ordered or cut is subject to a 30% change order charge. All changes/modifications must be made in writing and approved by OCISitwell.

Orders cannot be canceled without written approval from OCISitwell

Cancellations cannot be accepted once fabric has been cut, order is in production or materials have been ordered. A deposit may be required on all special order fabric.

Wood Disclaimer

Due to natural variations and distinctive characteristics of wood, the furniture that you receive may have a slight variation in color and grain.

Customer's Own Material (C.O.M.)

Use of C.O.M must be approved by OCISitwell prior to order acceptance. Please complete our C.O.M. Form located on page 5. Fabric yardage requirements are an estimate and additional yardage may be required if pattern matching is required. A deposit of 50% may be required on C.O.M. orders. A 30% restocking charge on any cancelled orders may apply.

Custom Stain Matching

OCISitwell will accept stain match orders. There is a \$195 net upcharge per order. All future orders with the same special stain will incur a 6% upcharge per order. Please send us the wood sample you would like us to match along with your completed purchase order. We will produce a strike-off and send it to you for approval. Once we have received final approval, we will place the order into production.

Shipping and Freight Claims

OCISitwell freight terms apply to the contiguous 48 United States. Arranged freight is pre-paid, dock-to-dock and scheduled to deliver Monday through Friday 8:00am to 5:00pm local time via a common carrier unless otherwise noted. OCISitwell is not responsible for costs to the customer due to carrier transit delays or missed appointments.

Additional charges may apply for non-standard delivery requirements not limited to lift-gate, drop shipments, inside delivery, residential delivery, curbside delivery, delivery appointments, limited or remote (areas outside of a major metropolitan area) access, after-hours, and re-delivery charges .

All weights listed in this price book reflected the cartooned/shipping weight.

All goods are sold FOB OCISitwell plant in Santa Fe Springs, CA. OCISitwell is not responsible for product damage occurring in transit to the consignee noted on the Bill of Lading, in transit to a location other than the consignee noted on the BOL or during storage due to a delay installation. We strongly encourage our customers to inspect shipments and packing lists completely and thoroughly before accepting. In the event damage or suspected damage is present you may:

- Accept the shipment and promptly note the carriers BOL as "damaged." Contact our Customer Service Team and provide pictures as needed.
- Refuse the shipment and immediately contact our Customer Service Team.

Concealed damage must be reported within 10 days of receipt. We will actively assist in promptly resolving claims for lost or damaged shipments.

Returns

Returns will not be accepted without prior authorization and shipping instructions from OCISitwell. Returns are subject to minimum re-stocking charge of 35% provided goods are received in the same condition in which they left OCISitwell. No credit will be given if the goods cannot be resold as new. Special orders, and C.O.M. products are not eligible for return. OCISitwell is not responsible for freight costs incurred in returning product. OCISitwell reserves the right to refuse unauthorized returns.

OCI Product Lines Minimum Freight

Shipments in California, Southern Nevada and Phoenix Metropolitan area are landed for a minimal drop charge of \$85, except in areas classified as remote, not within a major metropolitan area. Please contact customer service to confirm whether an area is deemed remote or outside of standard delivery regions.

Minimal delivery charge of \$125.00 within all other 48 contiguous states.

Sitwell Product Lines Minimum Freight

A \$45 net fee will be charged on all orders from 1 - 4 chairs, this fee is waived on orders of 5 chairs or more. SD & SV Stack chairs, quantity 1-11 \$45 net, quantity of 12 or more, no charge.

Drop Shipments

Additional charges may apply. All drop shipments must be pre-approved and quoted by OCISitwell.

CAL 133 and TB-117-2013

OCISitwell's product line meets CAL 117 fire standards for foam and fabric. Reference the individual OCISitwell fabric and model cut-sheets to review the specifications. An upcharge may apply. OCISitwell assumes no responsibility for flame retardant standards of C.O.M. fabrics.