

# OCI SEATING | Terms & Conditions

## Order Placement

OCI Seating requires that all orders be submitted in writing via a formal Purchase Order form. Purchase Orders can be submitted by email.  
Email – [orders@ociseating.com](mailto:orders@ociseating.com)

All orders are subject to acceptance by OCI Seating 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 OCI Seating'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.

## Prices

The prices indicated in this price list are for standard OCI Seating product. This price list supersedes any previous price lists or supplemental price list. We reserve the right to modify prices without prior notification.

## Lead Times

OCI Seating 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. Please contact Customer Service for current lead times.

Email – [customerservice@ociseating.com](mailto:customerservice@ociseating.com)

## Terms

All published prices are to be paid USD and are Net 30 days from date of invoice for established credit accounts. Past due accounts are subject to a 1.5% late charge for each month after 30 days or 18% per year. The customer will be liable for any cost incurred in attempting collect any past due amounts, including collection and/or attorney fees.

A \$40 fee will be charged for return checks.

OCI Seating Accepts MasterCard®, Visa® and American Express®. There will be a 3% convenience fee for all transactions using this payment method.

## Credit

A line of credit may be established upon acceptance of satisfactory references, including the completion of our credit application form. All new customers are required to remit 50% of the purchase order amount with the placement of the purchase order, with the remaining balance due prior to merchandise release for shipment.

## Ordering Procedures

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

1. Purchase Order Number and Date
2. Complete Bill to and Ship to name, address and phone number
3. Quantity
4. Complete model number and description
5. Finish (Wood and/or Metal finish)
6. Fabric (including and special instructions)
7. Options (list for each specific product)
8. Drawing for modular seating configuration (if applicable)
9. Shipping Destination or Will Call, contact name and phone number
10. Special Instructions if any
11. Required Delivery Date/Ship Date

## Ordering Procedures (cont.)

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 completion date will be provided.

Purchase orders placed by telephone will be accepted but will not be scheduled for production until a written, signed confirmation of order is received. Emails sent to [orders@ociseating.com](mailto:orders@ociseating.com) with purchase orders will be accepted.

## Order Changes 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 is subject to a 30% change order charge. Contact Customer Service for applicable charges. Additions or changes to acknowledged orders may be subject to rescheduling of order.

All changes or cancellation of orders must be made in writing and approved by OCI Seating.

Cancellations cannot be accepted once fabric and materials have been ordered and put into production.

## 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.

## Custom Wood Finishing

OCI Seating accepts custom wood finishing. There is a \$225 Net upcharge per color, per order, for all products. All future orders with the same special stain will incur an 8% 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.

## Wood 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.

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

Use of C.O.M. must be approved by OCI Seating prior to order acceptance. Fabric Yardage requirements are estimate and additional yardage may be required if pattern matching is required. Please refer to page 8 for more information and instructions when requiring C.O.M. for your order.

## Claims

Please read for Important information. OCI Seating inspects at our factory prior to shipment all our merchandise for workmanship and quality. Quality is important to us, and we make sure that our merchandise leaves our factory in perfect condition.

When receiving merchandise please review the following upon receipt of our product.

1. Check for damage immediately - Are any items damaged or appear damaged? Any damage no matter how small to the carton needs to be documented on the carrier's paperwork that you sign.
2. Missing Items - Are there any missing items? Check the receiving paperwork at time of delivery to make sure there is not any missing items before you sign. Some items that are in cartons can be packed in multiples and will be noted on the paperwork. Make a note on the carrier's paperwork prior to signing and contact OCI Seating customer service in writing with an image of the noted signed carrier's paperwork when possible.
3. Immediately after delivery - All cartons must be opened and inspected for damage. Damage can occur even though there is no visible damage to the carton it is packed in. If there is any damage found to the merchandise after inspection, contact OCI Seating customer service team within 5 days of delivery in writing. Failure to do so can result in delays processing your claim and/or issues with our carrier approving and covering the claim. Please include photos whenever possible of item and carton, sales order number, description of item damaged and signed proof of delivery if available. This will help us expedite the claim process. Please note that all cartons received that had damaged product must be saved until freight carrier has made an inspection.
4. Incorrect item Received - Please contact OCI Seating customer service if incorrect merchandise is received.