

Terms and Conditions
Warranty

Terms and Conditions

CONTACT INFORMATION

Please contact Sauder Education® with questions or for assistance.

Sauder Education
930 W. Barre Rd., P.O. Box 230
Archbold, OH 43502-0230
Phone 800.537.1530 | Fax 419.446.4945
Saudereducation.com | sales@SauderEducation.com

Sauder Education is a brand of Sauder® Manufacturing Co.

DEFINITIONS

Company means Sauder® Manufacturing Co., its servants, employees, and agents and includes Sauder® Manufacturing Co; Sauder Worship Seating®; Sauder Education®; Wieland; Butler Human Services®; and any affiliated, predecessor or successor entities.

GENERAL TERMS

EXCLUSIVE CONTRACT TERMS

These Terms and Conditions shall be deemed incorporated as a part of every contract to purchase goods from the Company. By entering into a purchase contract with the Company and accepting delivery of the goods, Purchaser agrees that these Terms and Conditions are the sole and exclusive statement of all such terms and conditions, that the contract is limited to these terms and conditions, and that any different or additional terms and conditions proposed by Purchaser are objected to and shall not become a part of the contract unless expressly accepted by Company in writing.

AUTHORIZED DEALERS

Possession of these terms and conditions, product information and/or price list does not imply the right to purchase products illustrated and priced therein. Sales are confined to accounts with credit approval only. A minimum of 30 percent down payment is required on all orders until credit is established.

APPLICABLE LAW

The Contract shall be governed by the substantive laws of the State of Ohio. The sole and exclusive jurisdiction and venue for the enforcement or any rights or obligations relating to the contract or the goods shall be in the Fulton County, Ohio Court of Common Pleas or the United States District Court for the Northern District of Ohio, and the parties consent to the jurisdiction of these courts as a part of this transaction. The Company shall be entitled to recover its reasonable attorney's fees, costs and expenses in connection with any action taken by Company to enforce the contract (including these Terms and Conditions).

GOVERNMENT REGULATIONS

Customer shall comply with all applicable governmental laws, codes, and regulations, including building and fire codes applicable to this purchase and including design, type of material and installation arrangements thereof.

PRICES & PAYMENT TERMS

PRICES

Published prices are list, FOB destination, per zone destination. Prices do not account for special delivery situations including the following, which are the responsibility of the Purchaser:

- Dedicated delivery appointments
- Lift gate
- Multiple drops on site per shipment
- Multiple shipments per order (that could be accommodated

by one delivery)

- Charges for cartons, packaging, and crating, beyond the normal Company shipping methods
- Storage or insurance claims
- Sales and other taxes
- Local delivery, uncrating, and installation (if applicable)

Prices on Order Acknowledgements are net. Company reserves the right to change prices prior to Order Acknowledgement without notice. Company reserves the right to increase prices by one-half percent per month, or any part thereof, if Purchaser delays delivery of the furniture in excess of 12 weeks beyond the approximate delivery time specified on the original order.

PERFORMANCE BONDS

If a bond is required, the cost shall be 1% of the total Contract. If a bond is not specifically listed on the Contract it is not included. If a bond is purchased, the bond will only cover substantial completion of the project plus one year of the warranty period.

TAXES

All sales are subject to sales tax unless a valid sales tax exemption certificate or resale certificate for the ship-to state accompanies the order.

INVOICING

Product will be invoiced at the time of shipment, or as designated by the Order Acknowledgment. If a partial order is shipped and a back order is created, Purchaser will be invoiced for the portion that shipped.

TERMS OF PAYMENT, SECURITY INTEREST AND LIEN RIGHTS

Credit will be established based upon Company's determination of credit worthiness. A deposit or prepayment may be required on certain accounts after credit review. Credit terms are 30 days net from date of invoice and/or as designated by the Order Acknowledgment. Company may cancel or change credit terms at its discretion and may request advance payment at any time. No order will be released for production without a credit approval from the Credit Department. Company may at its option, and without notice, raise or allow charges in excess of any credit limit granted. Purchaser understands and agrees that (the Purchaser) is responsible for all charges on the account. All payments due to Company shall be paid without any set-off or claim.

Purchaser agrees to pay a service charge of 1.5 percent per month or as allowed by law on all past due accounts. A past due account is an account that remains unpaid for more than 30 days. Until such time that an account and/or an order is paid in full to the Company, Company shall retain a security interest in and lien on all materials, merchandise, furnishings, and/or goods manufactured, provided, delivered or otherwise on said account and/or order. Company reserves and may exercise any and all rights and remedies with respect to said materials, merchandise, furnishings, and/or goods against the Customer and/or any individual or entity in possession of or claiming an interest in said materials, merchandise, furnishings and/or goods, including but not limited to demanding assembly of the goods at the direction of Company, re-taking possession and selling and applying proceeds of any sale toward the account, and/or filing suit. All charges are payable according to these terms and conditions unless otherwise prearranged and agreed to in writing by Company.

TITLE & RISK

Title to all goods shall pass from Company to Purchaser upon Company's receipt of payment in full under this Contract or any change thereof.

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Risk of loss or damage to the goods becomes the responsibility of Purchaser upon delivery. Unless otherwise specified in writing, Company will determine the method of shipment and carrier. If products are shipped via Purchaser's choice of carrier, Company is not responsible for damage in shipment.

Purchaser will insure the goods against all insurable risks in the name of Purchaser and also in the name of Sauder Manufacturing Co. as the unpaid vendor for their full insurable value.

ORDERING & LEAD TIME

ORDERING

A signed purchase order or contract received via mail, fax or email is required before an order is processed. In addition, credit applications, credit references and/or advance payments may be required for newly established accounts. Orders are not scheduled in production, nor materials purchased, until all details are received.

ORDER ACKNOWLEDGEMENT

Orders are not binding until the Order Acknowledgement is delivered. Any error or discrepancy on the Order Acknowledgement must be reported to Company in writing within 3 working days from the receipt of the Order Acknowledgement. All modifications to the Order Acknowledgement must be reconfirmed and signed by Company and Purchaser. Cashing a down payment check does not constitute acceptance.

CHANGE ORDERS

The order as shown on the Order Acknowledgement can be modified only by a written communication or reconfirmation signed by Company and Purchaser.

Company may, at its discretion, accept reasonable change orders with the following conditions:

- The request for change must be submitted in writing and received before order specific parts have been purchased and/or the manufacturing process has begun.
- Changes may be subject to additional charges for material, labor, restocking, and administrative costs.
- Changes may result in an extended delivery date.

CANCELLATIONS

Any deposit made with respect to the order is non-refundable. Company reserves the right to cancel any order, with notice to Purchaser, due to breach of obligation or contract. Additionally, if an order is cancelled after order specific materials have been purchased and/or production has started, Purchaser will be responsible for the cost associated with those materials or production. Any Customer's Own Material (COM) supplied will be returned "as-is". This applies to any fabric that has been cut, wood parts with a finish applied, and all laminates. A cancellation or restocking charge of 1/3 of the net sale is applicable on orders cancelled.

LEAD TIME

Lead times will vary based on specifications chosen and available manufacturing capability. Consult your authorized sales representative or the home office when placing your order to determine estimated ship date.

DRAWINGS

The drawing(s) are a key component in determining final quantities and layouts for goods requiring installation. The Final Signed Drawing shall be considered a legal and binding part of the Contract. Changes to the Final Signed Drawing can only be made through written communication to Company or reconfirmation signed by Company and Purchaser. Changes requested may incur additional costs and/or delivery delays.

CUSTOM PRODUCTS AND MATERIALS

All nonstandard designs and materials are subject to a surcharge; contact Company for approval and pricing. The use of nonstandard designs and/or materials may cause extended delivery times and reduced warranty coverage.

- Within our standard offering, an upcharge may be applied if a premium pattern or finish is selected. This may also cause extended lead times.
- Standard laminates other than Formica™, Nevamar™, Pionite™, and WilsonArt™ result in a 5% list up-charge per item. Premium patterns and finishes will require an additional upcharge and extended lead times.

CUSTOMER'S OWN MATERIAL (COM)

Please contact Company on all COM fabrics. A sample of the COM fabric is required to be submitted to Company for approval and yardage estimate prior to placing an order. The sample should be large enough to indicate a repeat if applicable.

Yardage requirements will be calculated based on a variety of factors including roll width, pattern matching and direction. If a fabric is directional, it will be applied vertically unless specific instructions are given to the contrary. If a horizontal application is desired, please inform Company as additional yardage or special production techniques may be required. At Purchaser's request, Company may, in its discretion, for non-Company program fabrics handle the purchase of the COM fabric for a charge of 20 percent of the fabric list price.

Company reserves the right of preliminary approval for all COM prior to order acceptance. Even after such preliminary approval, Company reserves the right to reject COM if, upon physical inspection of the material, it proves unacceptable for use on Company products. When COM is accepted, Company assumes no responsibility for appearance, durability, color fastness, or any other quality after it is upholstered on a Company product.

Orders with COM are not scheduled into production until all materials are received and inspected. *Refer to the checklist to ensure the proper handling of COM fabrics.* If partial shipment entry is required, indicate on purchase order, or forward orders with standard products and COM products on separate purchase orders. Shipping address:

Sauder Manufacturing Co.
C/O Sauder Education
10785 Rose Avenue
New Haven, IN 46774-9246

PRODUCT DESIGN, COMPLIANCE & SAFETY

PRODUCT DESIGN

Company reserves the right to make changes in design and construction or discontinue products without prior notice.

COMPLIANCE

Products offered by Company do comply with the requirements of local, state and national fire codes. The products offered as a base are manufactured with resilient filling materials and textiles in compliance with California Technical Bulletin TB117-2013.

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However, any verification of compliance of COM materials with TB117-2013 is the responsibility of the person specifying the COM material.

Many of the products offered, if ordered or specified to comply with CA. TB133, can be produced to comply with this standard. See Price Book for CA. TB133 product availability and any additional item upcharge. Additional fabric may be required to comply with CA. TB133, please contact Company for yardage requirements.

CALIFORNIA AIR RESOURCES BOARD (CARB) COMP.

Products offered do comply with the Air Toxic Control Measure (ATCM) 93120 Phase 2, from the State of California.

GREENGUARD® CERTIFICATION

Company has achieved GREENGUARD® Certification. GREENGUARD certified products are certified to meet GREENGUARD standards for low chemical emissions into indoor air during product usage. For more information, visit <https://spot.ulprospector.com/en/na/Builtenvironment> or contact Company for a complete list of all our certified products.



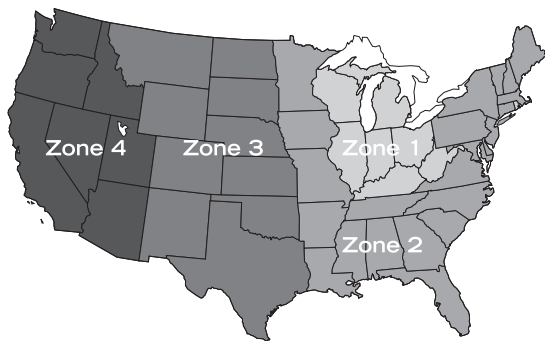
SAFETY

Company does not warrant that row identification lighting for Auditorium Seating supplied by is suitable for illuminating stairs and/or trip hazards. Purchaser acknowledges that it will indemnify Company against any claims that may be made against it, arising out of Purchaser's reliance upon row identification lighting for illuminating stairs and/or trip hazards.

FREIGHT & DELIVERY

FREIGHT

Unless otherwise arranged in writing, all Company shipments are made on a site-to-site basis (back of trailer). Unless otherwise specified in writing, we will determine the method of shipment and carrier. All weights and dimensions provided in product literature are approximate. See map below for zone identification within the continental United States. Contact your authorized sales representative for pricing in Alaska, Hawaii and outside the United States.



	0-10 lbs	11-20 lbs	21-50 lbs	51-100 lbs	101-199 lbs
ZONE 1	\$20	\$40	\$60	\$80	\$100
ZONE 2	\$25	\$50	\$75	\$100	\$125
ZONE 3	\$30	\$60	\$90	\$120	\$150
ZONE 4	\$35	\$70	\$105	\$140	\$175

Shipping and handling prices are net.

MINIMUM SHIPPING AND HANDLING CHARGE

Orders that weigh less than 200 lb. will require an additional shipping and handling charge. See the chart to determine the net charge based on total order weight.

BUILDING ACCESS

Facilities must be ready to receive furniture. All construction must be complete before we can start delivery and installation. There must be free and clear easy access to the building where the furniture will be installed. Rooms, hallways, lobby, and entrance way must be empty and free and clear of all obstructions. All buildings with 3 or more floors must have working elevators free and clear of all obstructions and dedicated for the sole use of our installers during our installation. If upon arrival for delivery and installation, the conditions described in this paragraph are not met, the installation will not be started.

DELIVERY

Company shall not be liable for delays in delivery of furniture caused by fire, strikes, weather or from causes beyond its control.

An on-site delivery date will be established once all details needed for production and installation (if applicable) have been received. Delivery of Goods may be separate from commencement of installation.

The delivery price submitted is based on the understanding that there shall be appropriate access to the site free of any hindrance whatsoever, timely access to the site and adequate space to unload the Goods. In the event that the site is not fully ready as described previously at the time of delivery, Company reserves the right to charge and collect additional fees to cover any additional costs incurred. These charges include but not limited to the following: delivery appointment, consolidation of shipment, lift gate, multiple stops, special packaging, dedicated truck, expedited shipment, greater than two hour unload time, box truck required, residential shipment.

The goods may arrive in cardboard boxes. Unless otherwise specified, it is the Purchaser's responsibility to arrange for the disposal of the boxes.

STORAGE FEES

If Goods are ready for shipment according to the terms of the Order Acknowledgement or subsequent change order, and Customer cannot receive as stated, the Goods may, at our discretion, be shipped to storage facilities, or put in storage at Purchaser's expense. Company reserves the right to deny storage of the Goods due to lack of available space. Storage fees are 2% of purchase price per month. These charges can, at Company's option, be added to the order total amount due or invoiced separately and issued monthly. If invoiced separately, it is required to be paid before shipment. All risk of damage, destruction, theft or loss while in storage shall be the responsibility of Purchaser.

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INSTALLATION

Purchaser accepts responsibility for the safety of all persons except Company representatives on the premises where Company performs delivery and/or installation and, accordingly, Purchaser shall also defend and save Company harmless from all claims from persons injured on the premises where delivery and/or installation is performed.

The installation contract price is based upon full building and location access and readiness for installation to begin upon on-site delivery. The space must be climate controlled, not affect by outside weather conditions, permanent utilities must be operational and carpet and/or any flooring must be complete. In addition, any of the other contractors must not interfere with the unloading, staging or installation process including any overhead electrical, lighting or painting projects or any other work that would interfere with the placement of the furniture into its permanent locations. Failure to have the site ready for installation may result in additional cost to the Purchaser not previously shown on the contract. These additional costs may include, but are not limited to, additional handling charges, insurance, down-time (which includes additional labor, lodging and meals), and/or any other proper expense incurred by the Company. If site conditions cause a substantial delay, the installer may leave the job site, installation will be rescheduled and Purchaser will be responsible for the return fee for the installation crew.

RETURNS & CLAIMS

RETURNS

No merchandise may be returned to Company without prior written consent from Company, and any returns must be in accordance Company's shipping instructions. If approved, returns for reasons other than valid warranty claims will be subject to shipping and handling charges, and must be made, FOB the Company. In addition, restoration and restocking charges may be charged to Purchaser.

DAMAGE CLAIMS

Freight terms are F.O.B. destination. Risk of loss, damage or destruction from and after delivery is the responsibility of Purchaser, it being agreed and understood that loss, damage or destruction of goods from and after delivery does not relieve Purchaser of its payment obligations to Company.

Purchaser is advised to inspect the shipment and note any damage on the bill of lading. Notification of damage discovered after delivery must be given to Company within 10 days immediately following delivery.

When products are shipped via Purchaser's choice of carrier, Company is not responsible for damage in shipment. Purchaser should carefully inspect all items at time of delivery and note any obvious damage on the delivery receipt. For Purchaser's protection, such obvious or subsequently discovered concealed damage must be reported in writing to the carrier in accordance with applicable regulations and time limits. Company does not assume any responsibility for damage that occurs during storage.

OTHER CLAIMS

All claims against Company other than valid warranty claims, including claims for shortages and errors, must be made in writing within 10 days after delivery. The facts on which the claim is based must be directed in writing to the Warranty Service Coordinator. Failure to make any such claim against terms and conditions to Company within such 10-day period shall constitute acceptance of the merchandise and waiver of any such shortages, errors, or other claims of any type or nature. The cost of field repairs or adjustments performed by any non-Company personnel will not be reimbursed unless previously authorized in writing by Company.

CONSEQUENTIAL LOSS

Under no circumstances shall Company be liable to any party hereto or any third-party for any special, indirect, punitive, incidental or consequential damages or loss (including lost profits, loss of use, damage to goodwill or loss of business) in connection with or in any way related to the agreement between the parties.

Signature _____ Title _____ Date _____

Warranty and Renewability

All products are warranted to the original purchaser against factory defects in workmanship and materials which first arise and are reported to the company within the applicable warranty periods. This warranty information covers the structure of the furniture: the laminated-veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts.

Years under Warranty – Structure							renewability	
Seating	1	2	3	5	10	25	full	component
Allure						X	X	
Arris						X	X	
Autumn					X			X
Bistro	X							
Bowen	X							
Bridge						X	X	
Canyon					X			
Cavetto						X	X	
Chancel						X		
Chandler	X							
Dalton	X							
Deli		X						X
Delta					X			
Encore					X			X
Grille		X						X
Horizon					X			X
Kidz					X			
Kirby						X		
Legacy					X			X
Madison					X			
Mission					X			X
Moment						X	X	
Parlor					X			X
PlyFold					X			X
PlyLok						X		X
PlyWedge						X		X
Puzzle						X	X	
Rally						X	X	
Reflect						X	X	
Rio					X			
Trent					X			
Trey®					X			X
Upland					X			
Years under Warranty – Structure							renewability	
Tables	1	2	3	5	10	25	full	component
3600 Series						X		X
4200 Series						X		
4500 Series						X		X
4600 Series						X		X
4700 Series						X		X
6100 Series						X		
Amigo						X		
Arris Occasional						X		X
Café					X			
Canton						X		
Cube						X		

Years under Warranty – Structure							renewability	
Tables	1	2	3	5	10	25	full	component
Disc						X		
Drum						X		
Cylinder						X		
Kidz						X		
Legacy Occasional					X			
Manhattan					X			
Mission Occasional					X			
Reflect Occasional						X		
Rowan					X			
Sprout						X		
Soho					X			
Table Bases, Metal						X		
Table Bases, Wood						X		
Table Tops						X		
Tapered Leg					X			
Trumpet						X		
Tubular						X		
Student Room Furniture	1	2	3	5	10	25	full	component
Bed Ends					X			
Casegoods					X			X
Mattresses				X				
Spring Bases				X				
Accessory	1	2	3	5	10	25	full	component
Casters			X					
Fabric			X					
Foam-Renewable Lounge			X					
Foam-Traditional Uph*	X							
Glides			X					
Power Unit	X							
Tablet Arms			X					

Fabric:

The Company warrants Sauder Program Fabrics, if purchased through Sauder for use on Sauder products for a period of 3 years.

Company has assembled an extensive graded-in offering featuring a wide selection of upholstery selected for performance. Sauder Program fabrics are available through Absecon, C.F. Stinson, Culp, Maharam, Mayer, and Momentum. Company warrants these textiles to perform under normal conditions as furniture upholstery and when cared for according to cleaning and maintenance guidelines provided by the textile supplier. Proper care and cleaning is imperative for maximizing textile performance. However, in the unlikely event that one of these upholsteries does not perform in accordance with manufacturing specifications when used and maintained under normal conditions, and the user has not misused, cleaned or attempted to clean using cleaning agents or procedures not suggested or approved by the textile supplier, Company will replace the fabric free of charge.

Exclusions:

The following are specially excluded from the warranty:

1. Any custom components that are not a part of the company standard line. This would include, but not be limited to, custom-designed parts or customer specified components, such as fabric, vinyl, foam, etc., that are not a part of the standard company product line.
2. Accessories such as light bulbs that are considered consumables.

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Warranty and Renewability

3. Furniture that has been unduly exposed to elements such as water, light radiation, etc.
4. Damage caused in storing/moving products or furniture after delivery and prior to installation – when stored at customer request.
5. Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust.
6. Damage as the result of accident, fire, flood, civil disorder, strike, Acts of God, abuse, misuse or any cause outside of ordinary usage.
7. Normal wear and tear, maintenance, scratching or natural wearing of finishes on chairs and tables.
8. Any responsibility for the effects the chairs have on flooring.
9. Fixed Seating:
 - Not installed by Company or Company authorized personnel
 - Loose floor anchors caused by flooring not being to standard
 - Damage to on-site flooring, i.e. buckling, peeling, lifting, shifting or sliding due to substandard flooring installations
 - If moved from original anchored locations, unless moved by authorized personnel
 - Damage to the product as a result of inferior or damaged flooring surface
10. Damage caused from shipping.

General Information:

- A. We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.
- B. Replacement, repair, or refund of the purchase price, (pro-rated for use), as determined by Company and is the "sole and exclusive" remedy under the warranty, and all incidental and consequential damages are excluded and disclaimed from warranty coverage.
- C. To receive benefits under the terms of this warranty, the purchaser must:
 1. Notify Company of the defect.
 2. Fill out Company service request form, which will be sent to you, and provide a description of the defect.
 3. Submit completed form along with applicable photos.
- D. Any disputes over the provisions of this warranty will be mutually reviewed by representatives of Purchaser and Company.

E. ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.

TYPES OF RENEWABILITY

Fully Renewable: These products have replaceable covers with hook and loop upholstery attachment and most components are replaceable as well

Component Renewable: Entire seat cushions (wood/foam/upholstery) and back cushions (wood/foam/upholstery) are replaceable. Additional replaceable components may vary per product. Additional component examples: Arms, tops, foot or casters, arm or back caps, handles, drawers or doors, etc.

See Chart for product details.