

TERMS AND CONDITIONS

MAILING ADDRESS
P.O. Box 170748
Birmingham, AL 35217

BILLING ADDRESS
Department 3323
P.O. Box 2153
Birmingham, AL 35287-3323

Shipping Points:
School Chairs/Desk

#1 Scholar Craft Parkway
Birmingham, AL 35217

Tables

5201 South 34th Street
Fort Smith, AR 72903

Commercial Furniture

2451 1st Avenue North
Irontdale, AL 35210

ORDERING INFORMATION

BEFORE YOU SEND YOUR ORDER

It is extremely important that your order information be complete and concise before we can process it. Please be sure to thoroughly check your order for the following:

- Billing Information / P.O. Number
- Ship to Address
- Model Number & Size of Units
- Description (to include Selected Options)
- Colors/Types of writing surfaces, seats and backs.
- Quantity Ordered
- Price per Unit
- Delivery Date Requested
- Quote Number (if required)
- Tagging Information (if required)
- Freight Carrier (if required)*
- If Van shipment, please provide CONTACT NAME & PHONE NUMBER for van carrier to use.

FAX ORDERS
1-205-841-1992

MAIL ORDERS
P.O. Box 170748, Birmingham, AL 35217

E-Mail
sales@scholarcraft.com

ORDER ACKNOWLEDGMENTS

We do not send out order acknowledgments unless specifically requested on your purchase order or if an acknowledgement request form accompanies your order.

BIDS AND QUOTES

Fax requests to our Sales Dept. for special bid pricing for merchandise to be purchased in quantity, for quotations of special order items, or for a freight rate using our tariff rates. You will receive a faxed copy of your quote. Quoted prices are VALID FOR 30 DAYS. Your purchase order must include the quote number in order to receive the quoted pricing.

ORDER ROUTING

If a specific carrier is not listed on your purchase order, the method of shipment indicated on the quotation or your standard routing information will be used. Please note that due to carriers cubic capacity rules, any shipment greater than 750 cubic feet will be split into two shipments to avoid additional charges. Please also note, if you choose to use Scholar Craft personnel to route your orders you will hold us harmless if a carrier is selected that is not the most economical shipper. You are encouraged to get and compare rates within your own organization.

FREIGHT CARRIERS AVAILABLE IN BIRMINGHAM, AL LTL CARRIERS

ABF Systems, Averitt Express, AAA Cooper, Estes Express, Milan Express, Old Dominion Freight Line, R&L/Gator Freightways, Roadway Express Lines, Saia Motor Freight, Southeastern Freight Lines, United Parcel Service (UPS), UPS Freight, and Yellow Freight Systems.

The above listed carriers have agreements with us to drop off trailers for loading and prompt pick-ups. Unless pre-arranged, customer pick-ups can not be accommodated. All LTL and Van shipments will be THIRD PARTY BILLED. If you do not have a tariff with a specified carrier, our tariff will be applied. If you do have a tariff agreement, your tariff will apply. FREIGHT RATE ESTIMATES ARE NOT GUARANTEED. All UPS or FedEx Ground charges will be included on our invoice with an additional \$7.00 handling fee on each order.

VAN / TRUCKLOAD CARRIERS

Scholar Craft's pre-approved carriers are the only carriers authorized for blanket wrapped vanload product. For a list of approved carriers please call your Inside Acct. Representative. Unless approved otherwise prior to your order being shipped, Scholar Craft will not be responsible for any damages resulting from use of a non-approved van carrier.

CHECKING STATUS OF ORDERS

You may check status of your order(s) by contacting your Inside Acct. Rep. via fax or logging on to our web site at www.scholarcraft.com. You may also email us for order status at customerservice@scholarcraft.com. Please note that during busy summer months, customers may be required to fax or email expedite requests depending on call volume.

CHANGE ORDERS AND CANCELLATIONS

Any change or cancellation request must be faxed to our Customer Service Dept. Once processed, you will receive acknowledgment via fax of your request. WE ARE NOT RESPONSIBLE FOR ANY CHARGES IF YOUR CHANGE OR CANCELLATION REQUEST IS RECEIVED AFTER YOUR ORDER HAS BEEN PRODUCED. For your protection, no phone requests can be accepted.

SHIPMENT LEAD-TIMES

Lead-times are estimated at the time of order and may fluctuate during different times of year due to the seasonality of the business. Acknowledged ship dates are therefore our best estimate of the week in which the order will ship. If a specific ship date or delivery date is required on your order, you must state that information on your purchase order and we will do our utmost to accommodate. Any changes in the required ship date must be faxed or emailed.

EXPEDITING RUSH ORDERS

These requests are handled on an individual basis by contacting our Customer Service Dept. via fax. Scholar Craft is among the industry leaders in shipment performance in this industry. However, due to unforeseen delays in the manufacturing and parts acquisition process, some orders may be delayed. Unless specifically approved in writing prior to shipment, Scholar Craft will not be responsible for any charges resulting from a delayed shipment. This includes rental furniture, installation fees as well as any other fees or back-charges.

PAYMENT TERMS

Payment terms are NET 30 days from date of invoice. All customers within the United States, please forward company check or cashier's check with a remittance copy of our invoice to our billing address listed above. Credit card prepayment is acceptable. Please contact our Accounts Receivable Dept. for further information.

NEW CUSTOMERS

Contact our Sales Dept. for a Credit Application. Your application will be processed as soon as possible. Once your company is approved for credit, your purchase order will be processed. Prepayment is acceptable if you should need your order to ship prior to credit approval. See "Payment Terms" above.

WHEN RECEIVING A SHIPMENT

DAMAGES AND SHORTAGES LTL SHIPMENTS

For your customer's protection, please have customer: Count and inspect all cartons received and verify total against delivery slip before signing to accept shipment. Note any visible damages or shortages on the delivery slip. Have driver sign and date the delivery slip to acknowledge damage or shortage. Customer may refuse the delivery of a carton with visible damage, or write "possible concealed damage" if the carton is questionable. Immediately after

receipt of merchandise, advise customer to always open ALL cartons and check the merchandise. If damage exists, notify freight carrier immediately, and request an inspection. Have customer save all cartons for inspection and keep shipment in receiving area until shipment is inspected.

ALL SHIPMENTS ARE F.O.B. FACTORY, therefore you must file a claim with the carrier for any damages or shortages (except UPS). Most carriers require this be done within 15 days. If the freight carrier declares "no fault" to damage or shortage, please contact our Customer Service Dept.

UPS SHIPMENTS

For your customer's protection, please have customer:

- Count and inspect all cartons received and verify total against delivery slip before signing to accept shipment.
- Note any visible damages or shortages on the delivery slip. Have driver sign and date the delivery slip to acknowledge damage or shortage.
- Customer may refuse the delivery of a carton with visible damage. Please contact our Customer Service Dept. for all UPS Claims.

VAN / TRUCKLOAD SHIPMENTS

For your customer's protection, please have customer:

- Count and inspect all cartoned or uncartoned merchandise received and verify total against delivery slip before signing to accept shipment.
- Note any visible damages or shortages on the delivery slip. Have driver sign and date the delivery slip to acknowledge damage or shortage.
- These shipments are Shipper Load & Count. Therefore it will be necessary for you to contact your Inside Acct. Rep. to report all damages and shortages immediately.

ALL DAMAGES AND SHORTAGES MUST BE REPORTED WITHIN 15 DAYS OF DELIVERY. FAILURE TO DO SO WILL RESULT IN YOUR CLAIM BEING DENIED WITHOUT ANY FURTHER RECOURSE.

STATEMENT OF WARRANTY

Scholar Craft classroom furniture is manufactured under the most precise specifications in the industry. Preparing and plating processes are scientifically engineered and conform to the best-known standards. Each unit is carefully inspected prior to shipment assuring your customer the highest quality available. All frames are guaranteed against defects in materials and workmanship for a full ten years when used and cared for properly. All other parts are guaranteed against defects in materials and workmanship for a full two years.

Folding Chairs are guaranteed for five years when used and cared for properly. Products that are determined to be defective in either work-

manship or materials during the first year will be replaced. Years two through five will be prorated.

DEFECTIVE MERCHANDISE

Have customer report all defects to your company as soon as possible. Although we understand that defects can become apparent at any time, we do require notification of such in order to repair or replace defective merchandise within a reasonable time frame.

RIGHT TO INSPECT

Scholar Craft retains the right to inspect any claim of damage or defect prior to processing for repair or replacement.

RETURNING MERCHANDISE

NOTIFY OUR CUSTOMER SERVICE DEPT.

Please have your purchase order number or our invoice number available before calling. If you are not satisfied with an item, we will accept a return if you first contact our Customer Service Dept. to obtain a Return Authorization Number. WE CANNOT ACCEPT UNAUTHORIZED RETURNS. THEY WILL BE REFUSED UPON DELIVERY. Returns are subject to a 25% restocking charge and are to be returned freight prepaid. Returned merchandise must be unused and in 100% resaleable condition to receive credit.

ALL RETURNS MUST BE REPORTED TO YOUR INSIDE ACCT. REP. WITHIN 15 DAYS OF DELIVERY. FAILURE TO DO SO WILL RESULT IN DENIAL OF RETURN AUTHORIZATION AND LOSS OF CREDIT.

RETURN AUTHORIZATION NUMBERS

ALL RETURN AUTHORIZATION NUMBERS ARE VOID AFTER 30 DAYS FROM DATE ISSUED AND MUST BE CLEARLY MARKED ON ALL CARTONS. All returns must be returned to our shipping address, freight prepaid.

RECEIVING YOUR RETURN

Upon receipt of your return, our Receiving Dept. will verify all merchandise returned against receiving tickets detailing description, quantity and reason for return. If all is accurate, a credit will be processed immediately. If there is a discrepancy, you will be contacted by our Customer Service Dept. for clarification in order to process the requested credit.

REFUSED MERCHANDISE

Scholar Craft retains the right to charge a 25% restocking charge and return freight charges on any shipment refused due to insufficient notification of cancellation or change and/or inability to deliver by freight carrier. We are not responsible for any shipment refused due to lack of tagging information if it was not included on your purchase order.

CUSTOM PRODUCT ORDERING PROCEDURES

Do you have a customer that requires a special color or wood grain texture for their classroom furniture? Scholar Craft has the solution! We manufacture all of our polyethylene shells, thermofuse and high-pressure tables in our own facilities. As a result, we can offer a variety of non-standard combinations that will meet your customers' needs.

In an effort to provide the highest level of service to your customers, there are several requirements that we have implemented to streamline the process.

- All special and/or custom orders will require a minimum of six to eight weeks lead time. This time is necessary to secure the raw materials and manufacture the custom product.
- A minimum upcharge of 10% or more per unit will be reflected in your pricing depending on the unit and quantity ordered. This upcharge is necessary to offset the incremental costs associated with sourcing, scheduling and setting up the custom item(s) for production.
- Each order for custom production is considered a separate order even if an order is placed for a previously manufactured custom product.
- A minimum order quantity will apply to each item or order. This is done in order to optimize the purchasing and manufacturing process. For reference, the following minimums are required:

PRODUCT	MINIMUM QUANTITY	UPCHARGE
Solid Plastic Seats and Backs	250 Set Per Color	10%
Desk Tops	250 Set Per Color	10%
Table Tops High Pressure Only	12 Per Color/Size	10%
Shell Stack Chairs	400 Shells Per Size/Color	10%
Powder Coated Frames/Bookboxes/Legs	250 Per Color	10%

IMPORTANT: Once the custom order is accepted, **no change orders** will be accepted after 48 hours. **Customer is responsible** for all components, freight, and labor costs associated with the procurement of special requirements if the order is cancelled even if actual production has not commenced. **No returns** of custom manufactured products will be authorized for any reason other than for defects in materials or workmanship as agreed to by Scholar Craft.