



TERMS & CONDITIONS

ORDERING INFORMATION:

Best Ergonomics® requires that all orders be submitted in writing to avoid errors and/or duplication. Customer service is available for support on all issues including product specifications, shipping details, lead times and pricing. Please call for any clarifications required prior to placing an order to simplify the order entry process.

CREDIT TERMS:

Standard Terms are 1% Ten Days, Net 20 Days from invoice date. Best Ergonomics® Credit Dept grants these terms upon approval of account. Initial orders require a 50% deposit. If credit department approval cannot be completed prior to shipment, full payment will be required before shipment. Past Due Accounts are subject to a finance charge of 1-1/2% per month, 18% annually. If a customer account is past due, Best Ergonomics® reserves the right to delay any further shipments until payments are received. Sales incentives are governed by separate agreements and may not be deducted from any invoice against balance due.

CREDIT CARDS:

Payments may be made through MasterCard or Visa for customer convenience or in the event that new accounts require immediate shipment and have not yet established credit with Best Ergonomics®. Please contact our customer service department for credit card authorization forms.

FREIGHT:

All Best Ergonomics® products are shipped F.O.B. Best Ergonomics® shipping points to a single destination within the 48 contiguous states. Best Ergonomics® reserves the right to choose the most appropriate carrier. Published Best Ergonomics® prices include our standard packaging only. Purchaser is responsible for any additional charges due to special packaging or handling, special carrier requests, expedited shipments, airfreight or ocean going freight. See details by product listed here.

Ergonomic Products

All Best Ergonomics® ergonomic products are shipped ground freight included on orders of \$1,400 or more Net Price. Orders less than \$1,400 Net Price will be shipped prepaid and freight will be added to the invoice.

Lighting Products

All Best Ergonomics® lighting products are shipped ground freight included.

Lighting products and ergonomic products may not be combined to achieve freight paid pricing on ergonomic products.

TAXES:

If purchaser claims an exemption from sales, use, or other applicable taxes, it shall be their responsibility to provide an appropriate exemption certificate to Best Ergonomics® for permanent record. In lieu of receipt of such certificate Best Ergonomics® will be required to invoice for taxes at time of shipment.

LEAD TIMES:

The Ship Date shown on acknowledgements is Best Ergonomics® best estimate as of the date of the acknowledgement.

PRODUCT SPECIFICATIONS:

The specifications included in this price list reflect the information available at time of printing. Best Ergonomics® reserves the right to make changes in product design, dimensions, style, or specifications of any product at any time, without prior notice.

DAMAGES / CLAIMS:

All merchandise has been carefully packaged and inspected by Best Ergonomics® prior to shipping. Customer bears all responsibility for goods in transit. All carrier shortage and damage issues are resolved directly between customer and carrier. See Suggested Customer Receiving Procedure.

Suggested Customer Receiving Procedure:

Inspect all cartons for damage and verify carton quantity. Do not refuse merchandise damaged in transit. Record crushed carton details, damages and shortages on freight bill. Sign only for number of items received. Have driver sign this freight bill as well and keep duplicate of driver's signed copy for your records. Do not sign freight bill without noting problems listed above or carrier will be relieved of further responsibility. On Receipt of a damaged shipment immediately request an inspection by the carrier in writing. Save all damaged packaging. Confirm your request in writing. Claims may be refused if damages are not reported within 15 days of receiving shipment.

CHANGES / CANCELLATIONS:

The purchaser must make changes and cancellations within 24 hours of receipt of acknowledged order from Best Ergonomics®. Any changes or cancellations after that time may be subject to a 20% cancellation charge. Custom products may be subject to a work in progress charge and a materials charge as well as the cancellation charge.

STORAGE:

In the event that the customer is unable to accept delivery of any shipment, any transfer or storage charges incurred by Best Ergonomics® will be invoiced to the customer along with any redelivery charges.

RETURNS / RESTOCKING:

Returns must have the prior written consent of Best Ergonomics® in the form of a Return Goods Authorization, RGA. All returns must be shipped freight prepaid in original packaging and accompanied by the RGA form or shipments will be refused. A minimum restocking charge of not less than twenty-five percent (25%) is charged against all authorized returns for credit, providing items are returned in resalable condition. All returns requests must be made within 30 days of invoice date and be returned within 30 days of date of issue of the Return Goods Authorization, RGA.

WARRANTY:

Best Ergonomics® offers a ten (10) year warranty against manufacturer's defects in material and workmanship on all Best Ergonomics® ergonomic products. This warranty is applicable to the initial purchaser only of Best Ergonomics® products and is non-transferable. Best Ergonomics® does not warrant defects or failure resulting from normal wear and tear or damage caused by accident, neglect, misuse, improper installation, improper operation, or transportation. Best Ergonomics® does not warrant the matching of colors, or colorfastness of textiles. Best Ergonomics® does not warrant variations or changes in color of laminate, vinyl, or fabric due to aging or exposure to light. Best Ergonomics® offers a six (6) year limited warranty against manufacturer's defects in material or workmanship on all Best Ergonomics® lighting products. This warranty excludes all light bulbs. Best Ergonomics® will not be responsible for damage due to maintenance, service, modifications, or tampering by anyone other than a Best Ergonomics® authorized representative. This warranty is based upon a single shift, 8-hour, workday and warranty length will be decreased proportionately for a multiple shift workday or any overtime. Best Ergonomics® liability shall be limited to repair or replacement of product, solely at its discretion, which is returned freight prepaid by the buyer. Best Ergonomics® shall not be liable for any related de-installation, reinstallation, or other ancillary costs of any kind, resulting from warranty claims, without limitation whatsoever. **THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

GENERAL:

All prices are subject to change without notice. Best Ergonomics® reserves the right to revise all terms and conditions at any time without prior notice. In the event of a difference between language contained in a customer purchase order and these terms and conditions, these terms and conditions shall control.