

NORSTAR OFFICE PRODUCTS SALES POLICIES**ORDERING:**

- **No minimum order** is ever required by Norstar Office Products.
- All purchase orders and cancellations must be issued IN WRITING and faxed, mailed or e-mailed to Norstar Office Products. Cancellations must be confirmed IN WRITING by Norstar.
- All orders for items that are in stock will be expedited/shipped within a 48 hour period upon receipt of a confirmed purchase order in writing.
- If any item in your purchase order is not in stock, you will be notified. Upon notification, you will have the following three options to choose from in regard to your order:
 1. Ship the items that are available now and back order the out of stock items. (Split-shipment)
 2. Hold the order until all items are in stock and then ship the entire order complete. (Hold and Consolidate)
 3. Ship the items that are available now and cancel the order for items not in stock.

TERMS OF SALE:

- All dealers may choose to apply for credit terms with Norstar Office Products by completing our credit application. Upon approval of the credit application, net 30 days terms will be extended to you along with a pre-set maximum credit limit. There is an automatic late penalty fee of \$24 for any invoice that is not paid within 30 days from the date of our invoice. In addition, past due accounts are subject to a finance charge of 1.5% per month, which is 18% annually. Any check returned for insufficient funds will be assessed a \$25 fee.
- For clients with no credit account with Norstar, full payment in advance will be required for all orders.
- Norstar Office Products reserves the right to adjust pricing at any time.

SHIPPING INFORMATION: F.O.B. Factory

- NORSTAR Office Products' responsibility ceases and title of goods is passed to the purchaser when a shipment is accepted for transportation by any carrier from our factory/warehouse (Commerce or Atlanta). Carrier routing will be established by Norstar Office Products if it is not otherwise indicated on Client's purchase order.
- All freight charges for shipments will be added to the Norstar invoice and billed to the client unless otherwise instructed on the purchase order.
- Clients do have the option to designate their own Carrier and make payment for freight charges directly to their Carrier. In such cases, the instructions for shipping must be stated clearly on the purchase orders.
- For 3rd Party Shipments, if any shipment is received damaged, please note the damage on the Carrier freight bill at the time of acceptance and immediately file a claim for appropriate damages with the Carrier. Any concealed damages must be reported to the transportation company within 15 days from the date of delivery. All damaged merchandise claims must be filed directly with the delivering Carrier.
- Shipping quotes are valid only until expiration date.
- Will call orders will be held for 24 hours maximum.

RETURN POLICY:

If you are not satisfied with your merchandise, or if you find that it is defective or damaged, it may be returned or exchanged within 30 days of the original purchase date from Norstar with proof of purchase.

- After 30 days, Norstar will replace or repair the defective or damaged parts and components based on the guidelines within the limited warranty.
- A Return Merchandise Authorization (RMA) number must be obtained to process the return.
- Merchandise returned free of defects or damages must be returned in its original packaging and in re-saleable condition. Customer must return the merchandise freight prepaid to Norstar's designated location. Norstar will not refund to customer the original shipping charges. In addition, Norstar can assess up to a 25% restocking fee against the Customer's account on all non-defective returns for refund/exchange.
- Credit for the full cost minus shipping and processing fees, where applicable, will be issued to customers upon receipt of the returned merchandise.
- Damages due to freight carrier mishandling should be notified. Credit for damaged merchandise will be issued to customers upon resolution of the claim to the freight carrier on behalf of the customer.
 - Damages done when shipping 3rd party are not covered in this return policy. Customer will be responsible for any claims that need to be filed with the 3rd party carrier, both Trucking and Fed Ex/UPS.

PRODUCT POLICY:

- All products are subject to change.

AARIA OFFICE LIMITED LIFETIME WARRANTY FOR CHAIRS

Aaria Office chairs are warranted from the ORIGINAL DATE OF RETAIL PURCHASE against manufacturing defects in material and workmanship as follows:

Lifetime on metal component parts.

6 years on wood and polymer based components.

3 years on foam and upholstery fabric.

Exclusions:

Leather and wood are not warranted against scratching and scuffing as they are subject to minor blemishes in use.

Cosmetic damage resulting from normal use is not warranted.

Damage caused by the carrier in transit.

The warranty obligation is limited to the replacement or repair, at AARIA OFFICE'S option, of defective parts and components. The warranty of this product is null and void if Aaria Office determines the product has been subjected to negligence abuse, misuse, accident, rusting, alteration, if used for rental purposes or if the product was not installed, used or maintained in accordance with product instructions and warnings. The warranty is only valid to the original purchaser of the product and will not be honored if the product is resold. All warranties are for normal usage defined as a forty-hour workweek by persons weighing two hundred fifty pounds (113kg) or less.

Should any component be found to be defective under normal single shift usage (eight hours a day), that component will be replaced free of charge. In order to get the replacement part, please return the product or part to the dealer from whom it was purchased. The dealer will send the defective part to the manufacturer, freight prepaid. Customer must be responsible for maintenance of this product including assembly, cleaning and making sure all hardware is securely fastened.

This warranty applies only to the product; the manufacturer is not responsible in any way for loss, inconvenience, labor charges associated with any replacement or repair of product or any other special or consequential damages caused by any product defect. This warranty is the only warranty applicable on all Aaria Office products. All other warranties, expressed or implied prior, are disclaimed.