Multiple Awards Schedule
FULL LIFETIME WARRANTY TERMS & CONDITIONS

Schedule: Multiple Award Schedule (MAS)
Contract GS-27F-0015S

Effective March 27, 2006 through March 26, 2026
*Not all items found in the Price List are on Contract

Authorized Federal Supply Schedule Price List
Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage+, a menu-driven database system.

GSA Advantage+
http://www.gsaadvantage.gov

Business size: Large
CCR Info: Duns 147814735 Cage 15599
Tax ID: 42-1491474
NAICS: 337214 (metal products) and 337211 (wood products) and 337215 (partitioning/shelving products)
1A) SPECIAL ITEM NUMBERS (SIN)

| SIN 33721 | Office Furniture |
| SIN 33721T | Training Room, Auditorium and Theater Furniture |

2) MAXIMUM ORDER

| SIN 33721 | $250,000 |
| SIN 33721T | $250,000 |

3) MINIMUM ORDER

Minimum order size is $100.00 net.

4) GEOGRAPHIC COVERAGE

48 Contiguous States and Washington, DC (CONUS)

Shipments for AK, HI, GU, PR etc., are FOB POE (Point of Embarkation); CONUS. (Refer to participating representatives for consolidation or contact HON Government Customer Support for forwarding and/or containerization information.) For “International” Use of Domestic Schedules: activities shall provide forwarding instructions and/or TCN documentation and/or instructions.

5) POINTS OF PRODUCTION

Muscatine, IA, Cedartown, GA, Orleans, IN and Wayland, NY

6) DISCOUNT STATEMENT

Prices within the HON List Pricer are shown at list, not net. For HON GSA discount structure, reference discount matrix on hon.com. For questions, contact Government Customer Support or your local HON Sales Representative.

7) QUANTITY DISCOUNTS STATEMENT

Refer to discount matrix on hon.com.

8) PROMPT PAYMENT TERMS

For electronic invoices processed through a Federal payment system (for example, but not limited to WAWF, IPP, etc.) prompt payment terms of 2% 22 days Net 30 from date of shipment, for product only, shall apply. All other invoice sales shall be Net 30 days from date of shipment, including services. Prompt payment terms are not applicable on credit card orders.

9) GOVERNMENT CREDIT CARD

Government Credit Cards are accepted, above and below micro-purchase levels. Credit card information shall be supplied verbally at time of order. Credit cards will bill when product is shipped, see GSAR 552-232-80 (C). Prompt payment terms are not applicable on credit card orders.

10) FOREIGN ITEMS

Products sold on GSA schedule meet TAA compliance requirements.

11A) TIME OF DELIVERY

60 days After Receipt of Order (ARO) or sooner. Orders conforming to routine commercial criteria may be accorded shorter lead times. Orders which require delivery dates in excess of 30 days shall specify a “do not ship prior to...” instruction.

11B) TIME OF DELIVERY

Expedited delivery is not available on this contract.

11C) OVERNIGHT AND 2-DAY DELIVERY

Overnight and 2-day delivery are not available on this contract.

11D) URGENT REQUIREMENTS

12) FOB

All shipments for the Continental U.S. (48 Contiguous) will be FOB Origin, freight paid by HON to a single ship-to location per order. HON will determine best method of shipment and delivery timeframes. Purchaser is responsible for the equipment and manpower to off-load the shipment. Destination address must be able to accept a 53-ft. trailer and must have a loading dock. Charges for non-standard services (Enhanced Services) and order change fees (Order Change Fee) for services requested outside of standard freight costs apply. Orders which require special handling for overseas shipment may incur an export/palletization charge of up to $150 per pallet.

13A) ORDERING ADDRESS

Agencies send completed purchase orders made out to:

The HON Company
C/o Servicing Dealer
200 Oak Street
Muscatine, IA 52761

Phone: 800-466-8694
E-mail: hongsaoe@honcompany.com

13B) ORDERING PROCEDURES

Please refer to the “How to Place a Government Order” document. Please contact HON Government Customer Support or your HON servicing dealer for questions on how to submit an order.

HON Government Customer Support
Phone: 800-466-8694
Email: hongsateam@honcompany.com

Cancellation:
No cancellation charge shall apply prior to acknowledgement. Cancellations must be approved by The HON Company and if accepted, may be subject to a cancellation fee of up to 45% net invoice per order amount. Cancellation fees are mutually exclusive to return/restock fees. Customers will not be charged a return/restock fee if the cancellation fee applies.

Restocking Policy:
All returns are subject to approval by The HON Company. If accepted, a maximum of 35% restocking fee, plus the cost of returning the product, is the responsibility of the Government agency. All returns must have a written authorization prior to returning any products. Return/restocking fees are mutually exclusive to cancellation fees. Customers will not be charged a cancellation fee if the return/restock fee applies.

14) PAYMENT ADDRESS (REMIT TO):

The HON Company
PO Box 404422
Atlanta, GA 30384-4422

15) WARRANTY

HON’s standard Commercial Warranty at any time of order shall apply. For HON’s Full Lifetime Warranty, please refer to pages 8 and 9 within this document.

16) EXPORT PACKING CHARGES

N/A or Domestic Packing Standard. Special packaging and palletization requests carry additional charges. Orders which require product to be placed on pallets for shipment, such as overseas shipments, may incur an export/palletization charge of up to $150 per pallet. Please contact HON Government Customer Support for details.

17) CREDIT CARD TERMS

Refer to 9A and 9B.

18) RENTAL, MAINTENANCE, AND REPAIR

Not applicable.

19) INSTALLATION

Office furniture installation rate, not to exceed $95/hour, inclusive of IFF; $200 minimum order charge per project. Any increase in installation over the NTE $95/hour due to extraordinary circumstances must be reviewed and approved by the GSA Contracting Officer prior to order submission.

20A) REPAIR PARTS

Please contact HON Government Customer Support.

20B) OTHER SERVICES

Reconfiguration and design layout services are available, negotiated on a project-by-project basis by the ordering activity involved, at an hourly rate of not to exceed $62/hour. The rate shall be inclusive of IFF.

21) SERVICE AND DISTRIBUTION

Contact HON Government Customer Support for an authorized servicing dealer near you:

HON Government Customer Support
Phone: 800-466-8694
E-mail: hongsateam@honcompany.com
22) PARTICIPATING DEALERS
Not applicable.

23) PREVENTATIVE MAINTENANCE
Not applicable.

24A) ENVIRONMENTAL ATTRIBUTES
The HON Company uses the Indoor Advantage™ program from SCS Global Services, along with an independent third-party air quality testing laboratory, to ensure that products meet increasingly lower emission requirements for indoor air quality. The Indoor Advantage™ program evaluates the emission of chemical compounds into the air and certifies to two levels of conformance:

Indoor Advantage™ certifies conformance with ANSI/BIFMA M7.1/X7.1 methodology and testing protocol for Low-Emitting Furniture & Seating. It also certifies conformance to ANSI/BIFMA e3-2014e (Credit 7.6.1) Indoor Advantage™ certification and meets the requirements for LEED 2009 and LEED v4.

Indoor Advantage™ Gold certifies additional conformance with ANSI/BIFMA e3-2014e (Credit 7.6.2 and Credit 7.6.3). Additional conformance to California 01350 Special Environmental Requirements and Collaborative for High Performance Schools is included within the Indoor Advantage™ Gold certification when applicable.

More than 90% of The HON Company’s products have been certified by the Indoor Advantage™ program.

On the level®
level, the BIFMA e3 sustainability standard, was developed in response to the increasing demand for proof that manufacturers are living up to their environmental claims. level certification is based on four sustainability attributes: Materials; Energy and Atmosphere; Human and Ecosystem Health; and Social Responsibility.

The HON Company has 66 product lines that have achieved level 2 certification and 2 product lines that have achieved level 3 certification.

Published Environmental Statements are available upon request.

24B) 508 COMPLIANCE
Not applicable.

25) DUNS NUMBER
DUNS 147814735

26) NOTIFICATION REGARDING REGISTRATION IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATA BASE
DUNS 147814735
Cage: 15599
Other designators:

TIN: 42-1491474
CEC: 14882483C
SIC: 2522 (metal products), 2521 (wood products)
NAICS: 337214 (metal products), 337211 (wood products), 337215 (partition/shelving products)
How to Place a Government Order Under a HON Held Contract

1. Contact
   Contact a HON Authorized Servicing Dealer

2. Get Quote
   Our Authorized Servicing Dealer will provide a detailed quote and instructions for completing your Purchase Order (PO)

3. Send PO
   Send your completed PO directly to our Authorized Servicing Dealer

4. PO Review
   Our Authorized Servicing Dealer will review your order to ensure accuracy

5. Submit Order
   Our Authorized Servicing Dealer will submit your order directly to HON and coordinate delivery of your shipment

To locate your nearest HON Authorized Servicing Dealer, please contact our Government Customer Support Team at 800-466-8694.
What to include on your purchase order:

1. Applicable HON contract number.
2. Complete shipping information, including city, state and zip code.
3. Contact information for the person who can answer questions related to the order (fabric selection, pricing questions, etc.), including contact name, phone and email address.
4. Contact information for the person who will receive the shipment, including contact name, phone and email address.

Depending upon the terms and conditions of the applicable HON contract, purchase orders may be issued to The HON Company c/o Servicing Dealer or directly to the Authorized Servicing Dealer. Our Authorized Servicing Dealer will provide guidance on how to issue your purchase order at time of quote.
HON GOVERNMENT CREDIT CARD ORDER INFORMATION

- A Government Agency Purchase Order must be submitted for all orders with Net 30 day terms
- Cardholder signature required for credit card order
- Credit card orders bill when shipped. See GSAR 552.232-80 (C)
- Email completed order form to hongsaoe@honcompany.com

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<td>Bill-to Phone #</td>
<td>Traffic Contact Phone #</td>
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<td>Traffic Contact Name</td>
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CREDIT CARD INFORMATION:
HON will contact you for your credit card information. Please provide your phone number and the best time to call.

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Cardholder Signature
Printed Cardholder Name

SPECIAL INSTRUCTIONS/REQUESTS/MARK FOR:

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QTY MODEL COLOR TAG LIST $ DISC % UNIT $

See Attached Quote  # Pages to Follow

The HON Company Government Customer Service
Phone 800-466-8694 | Fax 800-833-3902 | E-mail: hongsateam@honcompany.com

CONTRACT: GS-27F-0015S
**FULL LIFETIME WARRANTY**

**Your HON Full Lifetime Warranty**

Every time you purchase a HON product, you’re making an investment in your future. We’re proud to play a part in that future, and you can trust us to do our best for as long as you need us.

The HON Full Lifetime Warranty is our assurance to you that the HON desks, workstations, seating, tables, or storage you purchase will be free from defective material or workmanship for the life of the product. In the unlikely event that any HON product or component covered by the HON Full Lifetime Warranty should fail under normal workplace use as a result of defective material or workmanship, HON promises to repair it. If we are unable to repair it, we will replace it with comparable product, or if preferred, we will refund the purchase price.

**What's covered by the HON Full Lifetime Warranty?**

Your HON Full Lifetime Warranty applies to product manufactured after January 1, 2011. All HON product lines, materials, and components are covered by your HON Full Lifetime Warranty except for the items described below.

The specific product lines, materials, and components listed below are covered under HON’s Full 12-Year, Full 10-Year, and Full 5-Year Warranties (from date of purchase).

**HON’s Full 12-Year Warranty**

- Electrical components (LED task lights, lamps and ballasts are not covered)
- Seating ilira®-stretch
- Seating controls
- Pneumatic cylinders
- Wood seating
- Accessories
- Laminate surfaces
- Veneer surfaces

**HON’s Full 10-Year Warranty**

- Soothe™ Patient Recliner Mechanism

**HON’s Full 5-Year Warranty**

- All LED task lights
- Panel and seating textiles
- Electric Height-Adjustable Table Bases (Including Memory Control)
- Soothe Patient Recliner Central Lock Mechanism
- Soothe Patient Recliner Pivoting Arm

These warranties apply to HON products sold within the United States of America, U.S. Territories, and Canada, as well as U.S. Military and Federal Agency purchases (regardless of location).

**Is anything not covered?**

There are a few exclusions to the HON Full Lifetime Warranty and to the 12, 10, and 5-year warranties. These exclusions are:

- Color-fastness or matching of colors, woodgrains, or textures occurring in wood, leather, or other materials that naturally exhibit inherent color variations
- Customer’s own materials (COM) selected by and used at the request of the user
- Modifications or attachments to the product that are not approved by The HON Company and product failures resulting from such modifications or attachments
- Product normal wear and tear, which are to be expected over the course of ownership
- Products that were not installed, used or maintained in accordance with product instructions and warnings
- Products used for rental purposes
- Damage caused by cleaning chemicals
- Dye transfer caused by external contaminants (including clothing and accessory dyes such as those used on denim jeans) may migrate to lighter colors. This phenomenon is increased by humidity and temperature and is irreversible.

**Warranty requests or questions?**

Your HON Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your HON dealer. If you are not sure who your dealer is, please call HON Customer Support at 800.833.3964.

**THAT’S YOUR HON FULL LIFETIME WARRANTY AS AN OWNER OF HON PRODUCT, THE WARRANTY EXPLAINED HERE IS YOUR SOLE AND EXCLUSIVE REMEDY. THERE ARE SOME EXCEPTIONS IF YOU PURCHASED THE PRODUCT FOR HOME OR PERSONAL USE WHICH ARE EXPLAINED BELOW. TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

**A word about purchases for home or personal use**

Please note, this section only applies if you purchased your HON product for your home or for your own personal or family use. HON’s warranties give you specific legal rights and you may have other rights, which vary from state to state. As a consumer purchaser, the complete exclusion of implied warranties noted in the above paragraph does not apply to you, however, to the extent allowed by applicable state law, the implied warranties are limited to the applicable term of the warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.
LIMITED 5-YEAR WARRANTY

The HON Company promises to repair or replace any HON product or component that is found to be defective in material or workmanship within five (5) years from the date of original purchase so long as you, the original purchaser, still own it. This is your sole and exclusive remedy. This warranty is subject to the provisions below. It applies to product manufactured after January 1, 2013.

Limitations:
- Upholstery on chairs is warranted for two years from date of purchase
- Damage caused by the carrier in-transit is handled under separate terms

Exclusions:
This warranty does not apply and no other warranty applies to:
- Normal wear and tear, which are to be expected over the course of ownership
- Modifications or attachments to the product that are not approved by The HON Company
- Products that were not installed, used, or maintained in accordance with product instructions and warnings
- Products used for rental purposes

Seating Usage:
Normal commercial use for seating is identified as the equivalent of a single shift, forty- (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner.

A word about color variations, fabrics and finishes:
The HON Company does not warrant the color-fastness or matching of colors, grains, or textures of covering materials.

Customer’s Own Material (COM)
Not available.

TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

Notice to purchasers for home or personal use:
Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.

To obtain service under this warranty:
Your HON Dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service. Please note: Consent of The HON Company must be obtained before any warranty work is performed. To obtain consent, please take the following steps:

1. Contact the Dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm that you are the original purchaser of the product and to provide the serial number(s) from the product in question.
2. Your Dealer will gather all pertinent information regarding the claim, inspect the product, and contact a HON Company customer service representative. (Please allow a reasonable amount of time for inspection and review.)
3. If The HON Company affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative of the Company will determine whether to provide replacement parts, authorize repairs, or replace the product.

CONTRACT: GS-27F-0015S

HON is a registered trademark of HNI Technologies, under license to The HON Company. GSA Advantage is a registered mark with the U.S. Patent and Trademark Office. GSA Advantage is a trademark of Scientific Certification Systems.