Nucraft has independent sales representatives throughout the United States, Canada, Mexico, and the Middle East. Please visit www.nucraft.com/find-a-rep to locate a sales representative in your territory.

This price book supersedes all previous versions.

**How to Order**

Before placing your order, confirm you have all required information necessary. Lead times for orders begin after all required information is included and correct.

**Delivery Information**

Our goal has always been to provide the very best service to our customers. We know lead times are important and sticking to them even more so. We work to maintain a 5-8 week lead time on all standard products in this book from receipt of a clean order. All orders are acknowledged with an approximate shipping date and will be invoiced with the price in effect at the date the purchase order is received.

Shipping charges are prepaid (within the continental U.S.). Therefore, pricing is a delivered price based on normal ground transportation. If you have special instructions, need to ship by air, or are shipping to Alaska or Hawaii, contact Nucraft Customer Service. Nucraft can also help arrange to have products blanket wrapped for an additional charge. Contact the Nucraft Customer Service team or specify it on your purchase order.

**Minimum Freight Charge:** Any order below $1,800 net will be assessed a $210 net minimum freight charge (one per order).

Orders are subject to acquiring the materials required for manufacturing. Fulfillment can be affected by strikes, fires, embargoes and acts of government. These elements are beyond our control.

**Freight Terms**

Shipping charges for Nucraft products are prepaid for standard delivery in the continental United States. Standard delivery is defined as follows: Product is delivered on a 53' trailer being pulled by a long-haul tractor (total length of 83'). Facility will receive delivery Monday through Friday between the hours of 8:00 AM and 4:00 PM. Facility has docks with levelers and a fork truck for unloading. Product will be loaded on load bars two levels high. Receiving facility is responsible to have personnel on hand to unload the truck upon arrival. Drivers do not unload. Delivery sites or times that do not meet this criteria will be accommodated, but will typically incur a charge to cover additional shipping costs. Please notify Nucraft in advance of the shipment if this is the case and the additional charge (if any) will be determined by Nucraft.

Product ships FOB dock. The customer obtains title to their product and materials, and assumes the risk of loss for them, upon shipment from Nucraft's facilities.

**Storage**

Nucraft has no storage facilities for finished product. If a customer cannot accept an order when it is ready for shipment, the customer must designate an alternative shipping address. If no address is provided, Nucraft may, in its discretion, transfer the product to storage. If product is transferred to an off-site storage facility, the customer may be charged for transportation to the facility and for any associated storage fees. Nucraft considers transfer of the product to storage facility the equivalent of shipment, including invoicing and payment. Customers assume the risk of damage or loss during storage.

**Transportation Times and Delays**

Third party carriers that Nucraft contracts with will make reasonable efforts to accommodate requested delivery times and dates. Scheduled delivery appointments may, however, be delayed for a variety of reasons, including inclement weather, traffic, transportation equipment problems, and delays encountered at other delivery locations along the delivery route. Nucraft does not recommend scheduling activities that depend on the delivery.
General Information

appointment (for example, scheduling furniture installers to install furniture the day of the delivery appointment). Nucraft shall not be liable for any costs incurred as a result of a missed delivery appointment.

Shipment Damage Claims
Legal title to merchandise passes to the buyer upon acceptance by the carrier. Inspect all cartons upon delivery. Details of visible damage should be noted on the delivery receipt. Do not load product if damage is found upon inspection. The carrier should be notified by the buyer to inspect the merchandise, and file a claim immediately. If visible damage is not apparent, sign the delivery receipt "No Visible Damage" to avoid allow recourse for a concealed damage claim. Although most claims for transportation damages must be filed against the carrier within nine months of the date of delivery, concealed damage claims must be filed within 15 days of receipt.

Do not destroy packing materials until shipment has been inspected. Then proceed to file a claim with the carrier.

Failure to make any claims against Nucraft within 10 days shall constitute acceptance of the merchandise and a waiver of any defects, errors or shortages discovered upon inspection.

Cancellations
Cancellations must be reviewed by our Customer Service team. We build your products to order, orders cannot be cancelled once processing begins. Processing includes but is not limited to development of shop drawings and other engineering drawings. If cancellation is approved, a processing fee of 20-100% will be assessed based upon the status of the order.

Change Order Policy
Nucraft will make every attempt to honor any reasonable change request to product provided that the request is received prior to start of production. Change orders will be accepted only if the request is made in writing and received in time to make the change. Nucraft reserves the right to increase our acknowledged price and ship date if necessary to make the requested changes. Please submit any change order request to our Customer Service team. Nucraft will assess charges to the customer as stipulated in the following:

- Standard Orders: Change orders received prior to production will be charged $200 net to cover print and administrative costs.
- Special Orders: Change orders received prior to production will be charged $200 net to cover print and administrative costs. There may be additional costs associated with engineering labor required for the change order.
- Change orders received after production must be evaluated by Nucraft. If approved, the change will be $200 net plus any restocking charges accumulated. There may be additional costs associated with engineering labor required for the change order.

Repair Authorization
Prior written approval is required for repairs of merchandise charged to Nucraft. Failure to do so will result in customer funded repairs.

Payment Terms
Terms of payment consist of a 1% cash discount for payment within 10 days of invoice date or payment of the net amount due within 30 days of the invoice date (1% 10 days, net 30 days). Discount is not allowed on credit card payments.

Credit Card Payments
When paying by credit card (Visa, Mastercard or American Express), include the card number, expiration date, card holder name (printed) and card holder signature on the purchase order. A credit card payment form is available upon request. No cash discount allowed on credit card payments.

Warranty
Nucraft warrants that each piece of furniture it manufactures will be free from defects in materials and workmanship for a period of ten years from single shift use. Textiles, decorative trim, electrical components, lamps, mechanical devices, casters and custom-made products not described in Nucraft’s catalog are warranted for one year from the date of original delivery. This warranty is applicable only if the furniture is given normal and proper care and is properly installed and maintained in an office environment. This warranty extends only to products manufactured and sold in North America and only to original purchasers acquiring new Nucraft products through authorized dealers, or from others specifically authorized by Nucraft to sell its products.

Nucraft's sole obligation under this warranty is to repair or replace, at our discretion, products which prove to be defective during the warranty period. Purchasers may be required to establish that a claim is within the warranty period. To initiate a warranty claim, the purchaser should contact an authorized Nucraft dealer.

This warranty does not cover: 1) Damage caused by a carrier 2) COM (Customer’s Own Material) specified by the customer that is not a standard product offering 3) Color, grain or texture of wood and other covering materials (due to the natural variations over which Nucraft has no control) 4) Damages resulting from user modification, attachments to a product, misuse, abuse, alteration or negligent use.

Nucraft extends no other warranties, expressed or implied, including warranty of merchantability or fitness for a particular purpose. Nucraft shall not be liable for loss of time, inconvenience, commercial loss, incidental or consequential damages.

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