

ORDERING FROM SOURCE FURNITURE

GENERAL INFORMATION

Contact Sales Department
sales@sourcefurniture.com

- Register Projects
- Request Sales & Marketing Materials (Samples)
- Set up New Accounts
- Request for Quotes & Pricing

Contact Orders and Processing Department
orders@sourcefurniture.com

- Quote Revision Requests
- Purchase Orders & Deposits
- Invoicing & Payments

Contact Customer Service Department
cs@sourcefurniture.com

- General Inquiries
- Product Inquiries
- Inventory Check
- Order Status
- Shipment ETA & Logistics
- Order Cancellations
- Warranty Claims
- Repair/Replacement Orders
- Customer Concerns

QUOTES

All quotations received are valid for thirty (30) days unless extended in writing by an appropriately authorized representative of Source Furniture. Sales Representatives and Account Managers are not authorized to make any such waiver or modification.

STOCK HOLD AND READY TO SHIP ITEMS

Stock items are demarcated as "Ready to Ship" items. Ready to Ship items are defined as items that may be stocked in limited colors and quantities and that may come with standard cushions. Any upgrade in frame, frame color or any other component, including cushions, may have an additional lead time as indicated under our lead times section. Ready to Ship items cannot be reserved or held unless a 50% deposit is received. Source Furniture reserves the right to modify the list of Ready to Ship items without any prior notification.

ORDERS AND ACCEPTANCE OF ORDERS

Orders must be received in person, by fax, mail or email. Purchase Orders must be complete including: item SKU, quantity, finishes, required on site date, ship to address, shipping instructions, and contact name and phone number of receiver. All notes and other information must be included in the Purchase Order, and it must include freight and shipping notes, if any. All orders are subject to approval and acceptance by Source Furniture. Formal notification of acceptance of an order can be made in the form of an electronic or printed Invoice or Sales Acknowledgement. The Customer must carefully review the Invoice or Sales Acknowledgement to confirm accurate details and correct pricing information. Orders can only be changed up to seven (7) days from the original date of the Invoice or Sales Acknowledgement. Requests for changes must be made in writing and are subject to freight adjustments, if applicable.

PRICES

All prices in the Price List and supporting content and materials in this document are retail prices. ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

FINISHES

Orders placed using our Price Book as a guide will have materials, powder coating, and finishes as published. The finishes charts are available and printed for all Customers in the Source Furniture catalog, Source Furniture website, and the Price Book document; or it can be obtained by requesting them from your Sales Representative and/or Account Manager. All samples and materials requests must be submitted through our website or our request's forms and will be fulfilled depending on availability in the order they are received within seven (7) business days.

FABRICS

All available fabrics are shown in the Source Furniture Fabric Books, Source Furniture website or Source Furniture

Price Book. If fabric samples are requested, the Customer must provide the name and number. Only samples from our list of offered fabrics will be fulfilled. All samples and materials requests must be submitted through our website or request's forms and will be fulfilled depending on availability in the order they are received within seven (7) business days. Fabric samples may be fulfilled by Source Furniture directly or by any of our partners and/or affiliated vendors. Up to ten (10) samples per customer per order. Duplicate sample orders will not be fulfilled. Source Furniture reserves the right to cancel any sample request without notice or notification to the Customer. No allowance is made for Customer Owned Material (C.O.M.). Source Furniture liability for lost fabric supplied by the customer is limited to the actual cost of the fabric. Source Furniture accepts no liability for incidental or any other damages. The purchase of fabric from any other supplier is the customer's responsibility. For all C.O.M. materials received by Source Furniture it is understood that the material pre-qualifies with the customer's acceptance, even when received dropped-shipped from a third party. A C.O.M. form must be sent to Source Furniture with all orders including C.O.M. materials and another copy must be attached to the shipment. Source Furniture is not responsible for the quality of the C.O.M. and it will be used/applied as received. Source Furniture is not responsible for any fabric defects in C.O.M and the Company's fabric warranty does not apply to C.O.M. material. For yardage requirements, please see Yardage Requirements Chart. For all other requirements, contact Customer Service.

WARRANTY

Please see Warranty section.

NOTE: Source Furniture uniquely combines parts and components from sources all over the world. All materials, parts and components used meet and exceed high quality standards. Source Furniture reserves the right to make design changes or modifications and to discontinue colors, materials, finishes, straps and webbing strap colors, fabrics, dimensions or styles without notice. It is the policy of Source Furniture to apply for trademarks and design and utility patents during product development.

PAYMENTS & CREDIT TERMS

FIRST TIME CUSTOMERS

First time Customers are required to pay in full the first order before the shipment is released. Upon completion of the first shipped order, the Customer may request to complete a credit application for an account. The credit application needs to be submitted to the accounting department for approval. Source Furniture requires a commitment of \$25,000 annual volume for credit terms to be established in any account.

CREDIT TERMS

To establish credit terms, Customers must meet Source Furniture credit requirements and complete the Company's credit application. Source Furniture requires a commitment of \$25,000 annual volume for credit terms to be established. Standard credit terms are "Net 30" meaning that the customer has 30 days from date of invoice with customer's credit information on file. Other terms may be available and will be indicated on the Invoice or Sales acknowledgement. Prompt payment is always mandatory and requested, and it must be sent to arrive on or before the due date stated on each Invoice or Sales Acknowledgement. Failure to comply with these terms or to pay within the approved terms reflected on the Invoice or Sales Acknowledgement may result in the Customer's account to be placed on hold. All past due invoices will be charged a service charge of 1.5% per month from the date of the original invoice. Late fees will be automatically added to your account balance. No further shipments will be made until all past due invoices are fully paid. If any interest paid is deemed to exceed the maximum permitted by state law, Source Furniture will refund the excess interest paid to the Customer.

REQUIRED DEPOSITS

Each of the following products and services require a fifty percent (50%) non-refundable deposit prior to the order being placed into production:

- All special order items or customized items
- Cushions
- Direct containers
- Any orders larger than 200 pieces or above \$20,000

ACCEPTED PAYMENT METHODS

Source Furniture accepts ACH, certified, corporate and personal checks, wire transfers and credit cards as methods of payment. Orders required to be partially paid or paid in full that are paid via corporate or personal check are

subject to a seven (7) business day clearing period hold prior to shipment release. Source Furniture accepts Visa, MasterCard, American Express and Discover credit cards. Source Furniture charges a convenience fee of three percent (3%) for all credit card transactions (deposits, purchases and invoice payments). Wire transfers will have an additional charge of \$15. Any and all returned checks will be assessed a \$50 fee; these checks will be automatically represented to the bank after 3 days.

CANCELLATIONS, DEDUCTIONS AND COLLECTIONS

All order cancellations are subject to Source Furniture's approval. A 5% cancellation fee will be charged to all successfully cancelled orders. A twenty five percent (25%) fee will be charged to all cancelled orders after seven (7) days and must have prior written approval by an appropriately authorized representative of Source Furniture. No deductions may be made from remittance without prior written authorization from Source Furniture. In event of account delinquency, the Customer shall be responsible for all collection costs, including attorney's fees incurred by Source Furniture.

REFUNDS

In the event of a refund to be required due to overpayment, it may only be processed after the completion of the related Invoice or Sales Acknowledgement. The completed Invoice or Sales Acknowledgement requires the order to be shipped. A twenty five percent (25%) fee will be charged to all cancelled orders after seven (7) days and must have prior written approval by an appropriately authorized representative of Source Furniture.

Ordering Tips and Hints

- Specify a powder coating finish for all aluminum – extruded and cast – products (see page 72 for available finishes).
- As applicable, select an upholstery fabric, awning / marine grade fabric or sling (see pages 73-80 for available fabrics).
- As applicable, select a weave color for DuraWeave/Wicker products (see pages 69 for available options).
- As applicable, select other colors, finishes and materials (see pages 69-80 for available options).
- Stack furniture can be easily stacked, reducing space needed for storage.
- Tables with umbrella hole option are not sold with umbrellas or umbrella bases. Please refer to the umbrellas section to purchase umbrellas and umbrella bases that are sold separately.
- It is Source Furniture policy to sell complete frames. Source Furniture will not sell frames only, except to address a warranty issue or to the whole discretion of the Company.
- If the client is requesting a specific need by date or requested ship date, it must be noted in the purchase order.
- Always include the ship-to or final destination address, a contact name and a phone number.
- Orders with COM (Customer's Own Material) will not receive an estimated ship date until the COM has been received and the yardages confirmed.