

Dear Customer:

We are pleased to offer you some of the highest quality office furniture on the market. **Invincible™** Office Furniture Solutions is proud to say our products, including our workstations, filing and storage solutions, systems furniture, and panel systems are 100% U.S. manufactured. **Invincible™**'s legendary "made in America" quality is supported by a century of office furniture manufacturing experience and backed up by our lifetime warranty. When you buy **Invincible™**, you buy "furniture for LIFE . . . guaranteed!"

If by chance you do not find exactly what you are looking for in our catalog, we will be happy to customize a solution to fit your needs. We will do what it takes to make certain you are satisfied.

We look forward to serving you, and to becoming your provider for affordable high quality office furniture solutions.

Sincerely,



James J. Lieser
President & Chief Executive Officer
Invincible™ Office Furniture Solutions



General Product & Order Information

Customer Service: 920.682.4601
Toll Free: 877.682.4601
Fax: 920.683.2970
Email: Sales@InvincibleFurniture.com
Website: www.InvincibleFurniture.com
Office Hours: 8:00 am-4:30 pm CST Mon-Fri

CREDIT TERMS & PRICING: This price guide will supersede all other price lists, price quotes, or published information. Contents are subject to change without notice. Prices shown here cover standard product. Changes or alterations to standard products are subject to an additional charge. All pricing, quoting, and invoicing, as well as purchase orders and payments accepted, will be in U.S. dollars only.

TAXES: All prices shown in this price list are subject to any Federal, State, and Local taxes.

FREIGHT & DELIVERY: All prices are FOB factory. Freight shall be prepaid and allowed to all freight stations in the U.S. mainland states on all standard priced shipments (priced with dealer's standard discount) with a minimum order of \$15,000 list for one standard delivery to one location. On single orders shipped to one location totaling less than \$15,000 list, a flat 8% of the total list price shall be added to the invoice. Contact Invincible™ Customer Service if you have questions or concerns regarding freight. It is not Invincible™'s intent to profit from freight, but rather to simply help to defray delivery expenses.

The factory shall determine the method of shipment, which includes but is not limited to; the determination of the carrier, method of ship-

ment, and routing. For deliveries within 250 miles driving distance of Manitowoc, freight will be figured at 10% of NET, with a \$140 minimum charge (excluding UPS shipments). Standard delivery shall be dock-to-dock delivery and shall occur Monday through Friday, 7:00am - 3:00pm. Any freight expenses over those normally charged by the carrier due to a specific request by the purchaser or consignee (e.g. call before delivery, lift gate required, delivery before 7:00 am or after 3:00 pm, weekend delivery, residential delivery, and school delivery requiring special equipment, etc.), shall be charged back to the dealer of record. Shipments to Canada are FOB factory. Contact factory for freight quote.

For shipments destined for Alaska, Hawaii, U.S. or foreign territories, delivery shall be made to a prearranged port. Customer shall prepay all freight charges and any extra expenses resulting from any request by Customer for after hours, holiday, weekend, or specific time delivery, or special carrier, shipping method (ex: air freight, exclusive use vehicle), packaging &/or routing.

Customer directed or expedited shipments shall be prepaid and billed at actual cost. Any charges arising from failure to meet a shipment, rerouting while in transit or carrier's storage is not included in the pricing shown. A rerouting charge of \$125 shall be assessed for rerouted shipments.

Inside delivery and installation are not included in the pricing shown and are the responsibility of the buyer.

TRUCKLOADS: On all individual truckload shipments (except those going to warehouses or to distribution centers), Invincible™ will call the dealer before loading the trailer requesting a firm arrival date. After the

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trailer is loaded, Invincible™ will hold the trailer a maximum of 24 hours without a penalty. After 24 hours the dealer will be assessed \$150 per day, per trailer until the trailer is released. Invincible™ may accept requests to blanket wrap orders. Please consult factory for additional charges that may apply.

If requested by the dealer, we will unload product from the trailer for a later shipment. The charge for this service is \$150 per hour.

NEW ACCOUNTS: New customers are required to complete a credit application before orders are accepted. The credit application is available online at www.InvincibleFurniture.com. Credit applications are to be submitted to the Accounting Department. All new customers will be required to pay a 50% deposit down with their first order, including freight and fuel surcharges. Balance of the invoice is then expected BEFORE the order is shipped. The Accounting Manager based upon the customer's credit history will determine terms for subsequent orders.

CUSTOMER ORDER DEPOSITS: A 50% deposit may be required for any order for non-standard or custom product. Any such deposit shall accompany Customer's purchase order.

CREDIT POLICY: Credit limits for all Customers will be determined by the Accounting Department. Any Customer submitting orders that exceed their credit limit will be required to make payment of a deposit for said orders or previously entered orders before those orders are entered into the production schedule. Customers will be notified that they have exceeded their credit limit by the Accounting Department.

PAST DUE ACCOUNT STATUS: Any Customer account that becomes past due will be placed on credit hold and no orders will be fulfilled or entered until the account is brought current. Any account that becomes more than 15 days past due will be referred to a collection agency for resolution and the customer will remain on credit hold until the entire balance due is paid in full. Any customer who is placed with a collection agency will be placed on Cash in Advance terms for a period of no less than one year, at which time the account will be reviewed and considered for alternate payment terms.

COLLECTION COSTS: In the event the Customer defaults on payment obligations to Invincible™, and Invincible™ must employ the services of an attorney or collection agency to enforce these obligations, Customer shall reimburse Invincible™ for all of its actual collection costs and expenses (including actual attorney's fees and court costs) upon demand.

CHARGE BACKS: Must be approved in writing and in advance by authorized Invincible™ agent. No approval, NO CHARGE BACK. Customers are responsible for contacting their sales representative with any concerns that may cause a charge back to be considered.

REQUESTS FOR SPECIFIC DELIVERY TIME(S): Invincible™ will consider requests for delivery times and for drop shipments to job sites, and will undertake reasonable efforts to indicate any such request(s) to product carriers. Invincible™ may, in its sole discretion, extend to customers the option of a carrier guaranteed set delivery time at an additional cost to Customer. Invincible™'s liability for any damages incurred for any late deliveries including labor and other expenses resulting from any such delays shall be limited to a refund of the charge for the aforementioned guaranteed set delivery time.

ACCESSORIAL FEES: Customers shall be responsible for the payment of any and all accessorial fees.

STORAGE OF PRODUCT: If following Invincible™'s acknowledgement of Customer's purchase order, Customer requests a delay in shipment for any period greater than one (1) day from the scheduled ship date, Customer shall be responsible for the payment of the following storage fees:

- 1.) Less than full trailer (11 pallets or 24 feet or less) \$5 per pallet.
- 2.) Full trailer - \$75 per day per trailer

FUEL SURCHARGE FEE: Invincible™ may impose a surcharge over time due to prevailing economic conditions.

TITLE, RISK OF LOSS & DAMAGE OR SHORTAGE CLAIMS

TITLE & RISK OF LOSS: Title to products shall pass to Customer upon delivery by Invincible™ to the carrier. For purposes of risk or loss, all shipments are "FOB Origin" and Customer acknowledges that once Invincible™ delivers the product to the carrier, risk of loss shall pass to the Customer. If you receive product that is freight damaged, the following steps MUST BE TAKEN:

- 1.) Before signing for the merchandise, make careful notation of all damages on the bill of lading, delivery receipt &/or freight bill.
- 2.) Immediately file a claim with the delivery driver. Call our shipping department with claim number.
- 3.) This claim must be filed within five (5) days of delivery.
- 4.) Retain all shipping cartons for inspection by the carrier agent.
For concealed damage, follow steps 2 through 4.

SHIPMENT DAMAGE CLAIMS: All products are packaged to comply with carrier requirements and leave Invincible™'s facility in good condition. Customer shall be responsible to carefully inspect all product(s) upon delivery before acceptance. Any damage discovered upon delivery must be noted on the bill of lading. Notification of damage discovered after delivery must be given to Invincible™ within five (5) days immediately following delivery. All products must remain at delivery location and must retain all original packaging. Invincible™ shall not be liable for loss or damage to product that occurs in transit, and Customer's sole remedy for any such damages shall be to seek appropriate recourse against the carrier. Digital pictures of damaged goods are required.

SHORTAGE CLAIMS: Customer must report shortage claims to Invincible™ within five (5) days immediately following delivery. Shortages reported after will not be honored.

RETURNS: No return shipments will be accepted, nor will credit be allowed unless the return is approved and a Return Merchandise Authorization (RMA) Number is issued by Invincible™'s Customer Service. Requests to return product must be made within fifteen (15) days of receiving product, and the product must be returned within forty-five (45) days of issuance of the return authorization number. All returns must be shipped as originally packaged and in A-1 resalable condition. Return goods are subject to a 30% handling charge and any freight charges incurred. Custom product orders and special items (including special finishes) may not be returned.

General Product & Order Information

PRODUCT SIZES / VARIATIONS: Dimensions listed in tabular columns are as follows: W=Width, D=Depth, and H=Height. These are nominal dimensions. If size is critical, please obtain written verification from the factory. Variations may occasionally occur in dimensions shown in this book.

ORDERING: A hard copy purchase order is required. Please fax, email or mail your order to:

Invincible™ Office Furniture Solutions
PO Box 1117
Manitowoc, WI 54221-1117
Fax: 920.683.2970
Email: Sales@InvincibleFurniture.com

To expedite entry of your order, verify your order is complete and accurate. Be certain to include all catalog numbers, options, quantities, and selected finishes. Include purchase order numbers, bill to and ship to addresses, contact name, and specific shipping dates required. Please include the ship to contact's telephone number.

Individual product questions may be addressed through order examples and specific product information listed on each page or by calling Customer Service at 877.682.4601.

ACKNOWLEDGEMENTS, CHANGES & CANCELLATIONS: All complete credit approved orders received will be acknowledged within 5 working days via email, fax or mail. Any orders received without complete correct information will NOT be entered until complete correct information is received in writing. Verbal is not acceptable. Information must be confirmed via hard copy. Lead times are determined upon order entry. Customers accept responsibility for correct order information and are required to inspect their acknowledgements carefully. All orders are subject to approval of factory. Additions to existing orders require a new purchase order and the existing order will receive a new lead time.

Orders may be cancelled, but are subject to processing and restocking charges. A charge of 10% of net amount will be assessed on any item cancelled after an order has been entered for production but has not been manufactured. There will be a 50% restocking charge applied to any cancelled or changed item after it has been manufactured. Orders for nonstandard and custom products may not be cancelled.

FINISHES, CUSTOM PRODUCTS & SPECIALS: For standard finishes (paint, laminates, edge trim and fabrics) please visit us online at www.InvincibleFurniture.com. Tangible samples may be requested by contacting our Customer Service department by fax, phone or via the web.

For custom color finishes we ask that you send a color sample to us for matching. Due to varying paint formulations, aging, oxidation, and effect of light, special and standard finishes are not guaranteed to match new or existing furniture.

For Custom Products or special finishes, please consult with our Engineering Department for a written price quote. Custom finishes and products are subject to a 12-week lead time and may not be cancelled or returned. A signature will be required prior to release of order to our production facility.

ADDITIONAL NOTES ON FINISHES:

- a) **CUSTOM PAINT &/or TEXTURE MATCHING:** Minimum custom paint / texture matching is 10 pieces. A \$400 net set up fee will be charged per order. Lead times of 6-8 weeks will apply for any order having these special requests. Matching discontinued paint shall be considered a custom paint request.
- b) **STANDARD LAMINATE:** A \$40 net upcharge per surface will be applied to all nonstandard premium laminates selected. This includes any Formica, Pionite, or Nevamar laminate chosen over the standard offerings, as well as Wilsonart Premium & HD Premium selections.
- c) **EDGE TREATMENT OPTIONS:** If T-mold is standard, PVC is optional for \$25 net upcharge per surface.
- d) **PVC EDGE OPTIONS:** Custom match edge options are available. Minimum of 5,000 linear feet required. If PVC is standard, T-Mold is optional for no additional upcharge.
- e) **FABRIC OPTIONS:** Custom fabrics are available. Please contact our Invincible™ Customer Service Department.

LIMITED LIFETIME WARRANTY: Invincible™ brand metal products are warranted to be free from defects in material and workmanship for the entire useful life of the product (generally accepted to be 25 years) as long as the original purchaser owns the product. This warranty does not cover normal wear and tear that is to be expected over the course of ownership.

This warranty is conditioned on proper care of the product, and use of the product being limited to normal commercial use in a climate controlled environment. Modification or attachments to the product not specifically approved in writing by Invincible™ will void the warranty. Products that were not installed, used or maintained in accordance with the product instructions and warnings will void the warranty, as will attempts to make repairs by, or on behalf of the end customer. (Warranty will not apply to products used for lease or rental purposes.)

Invincible™ requires written proof of purchase to validate product warranty, including but not limited to a copy of Invincible™'s original invoice, along with affirmation that the claimant is the original purchaser. If

Invincible™ determines that a product is covered by warranty, it is at the sole discretion of Invincible™ to repair, provide replacement parts or to replace the item with the same or a comparable product. In no event will Invincible™ be responsible for incidental or consequential damage, and under no circumstances shall Invincible™'s liability under this warranty exceed the original purchase price of the product.

CODE RESTRICTIONS: Invincible™ considers its products to be office furniture and subject to all applicable local fire, electrical and building codes. As local codes vary, the purchaser is responsible to notify Invincible™ of all local codes. The proper application and installation of products is the purchaser's responsibility.

Products not manufactured by Invincible™ are listed here with their respective manufacturer warranties:

Keyboard Trays (5 years)	Progressive Suspensions (Limited Lifetime)
Task Lights (3 years)	Crank Adjustable Table Bases (5 years)
CPU Holders (5 years)	(extend from 3 years by Invincible™)
Locks (25 years)	Electrical Pop-ups and wiring (1 year)
	Panel Fabric (manufacturer warranty)