Price List Terms & Conditions
Effective January 1, 2015

Mayline

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Ph. 800-822-8037 • (In Wisconsin, call 920-457-5537) • Fax: 920-457-7388
Web Site: www.mayline.com
Remittance Address: Mayline • PO Box 3090 • Milwaukee, WI 53201

Terms

With approved credit, 1% 15 days from date of invoice or net 30 days. Cash discount applies against billing date and cannot be taken against freight charges. Past due accounts are subject to interest at the maximum rate permitted by law. Cash discount does not apply to credit card orders.

Pricing & Product Specifications Policy

This Price List is effective as of January 1, 2015. Please visit www.mayline.com for periodic updates to the pdf version. Prices and specifications are subject to change without notice. Pricing shall be based upon the price list in effect at the time the order is entered. Mayline reserves the right at any time to alter design, and to substitute materials and parts to a particular standard unit at time of shipment as may be necessary. In response to changing customer demands and to maintain the market appeal of our products, materials, color, fabric, finishes, etc. may be updated periodically and are subject to change without notice.

Taxes

All prices shown in this price book are exclusive of sales, use, excise and other applicable taxes and are the dealer/purchasers responsibility per the invoice issued by Mayline.Resale and/or exemption certificates are required for the state in which the purchaser is located. In the event the Seller is not registered to collect sales tax in the state of the Purchaser, the Purchaser is required to remit any applicable sales tax to its state and local taxing authority.

How To Order

Send orders to the attention of Order Desk at orderdesk@mayline.com, and include for every item ordered:

- Quantity
- Model Number and Description
- Laminate Color
- Paint Color
- Fabric Color (if necessary)

All orders will be confirmed via acknowledgement. It is the dealer's responsibility to review the confirmation to insure order accuracy. Laminate and Paint colors can be viewed at www.mayline.com.

Changes, Cancellations, and Custom Orders

All changes or cancellations to orders are subject to Mayline's approval. For standard product orders already in production, approved changes are subject to modification surcharges and approved cancellations are subject to invoicing for up to the full amount of products already in production and cancellation surcharges for remaining items.

In the event the customer requests a delay in shipment from the original scheduled ship date, storage charges for completed product may apply.

Because of the unique nature of e5, Mobile Aisle, 4-Post Shelving, all high-density filing products, Mailflow Systems and upholstered seating orders, these product lines are, all NON-CANCELLABLE AND NON-RETURNABLE.

All custom orders for non-standard products are subject to minimum order quantities, upcharges, and extended lead-times. Please contact Mayline for details. Custom orders are NON-CANCELLABLE AND NON-RETURNABLE. This also applies to all products not utilizing our standard corporate laminate program.

Custom Finishes

Requests for custom finishes are subject to approval by Mayline. Upcharges, minimum order quantities, and extended lead-times may apply.

Custom Laminates: For non-standard, high-pressure laminates, a minimum order quantity (per laminate) of 5 units and a $50 net/unit upcharge applies.

Custom Paints: For non-standard paint finishes, the order must have a minimum size of $5,000 list. The upcharge is 10% of net, with a minimum order charge of $400 net and maximum charge of $2,000 net.

Shortages and Damage

Mayline will be responsible for filing claims, in their name, for damaged or lost freight and sending out replacement orders at NO CHARGE under the following conditions:

1. Product is shipped via a Mayline specified common carrier.
2. Noticeable damage to the carton or product, and/or missing product must be noted on the delivery receipt. Brief descriptions of the damage are also necessary, i.e. "two File Harbor cabinets damaged near top front, and one C-File carton punctured."
3. All product and packaging must be saved for 30 days to allow carrier to inspect or pick up.
4. The dealer must call Mayline at 1-800-822-8037 to report the damage or shortage situation to Customer Service.

For cases of concealed damage, Mayline will take responsibility for placing the freight claim under the following conditions:

1. Product is shipped via a Mayline specified common carrier.
2. Damage is reported to the carrier and Mayline within 7 calendar days of receipt.
3. Replacement orders will be sent out at a charge.
4. Mayline will credit the dealer 2/3 of the invoice amount for the product (responsibility: 1/3 to carrier, 1/3 to Mayline, and 1/3 to dealer).

If the dealer specifies their own carrier, they assume full responsibility for any freight claims. This includes collect and 3rd party billing shipments. Under these circumstances, replacement orders will be sent out at a charge.

Returns

All merchandise requested to be returned to the originating manufacturer must first be approved and issued a ***Return Goods Authorization (RGA)*** number. Please contact the customer service department for an authorized return goods number. All returned product must be packed in original cartoning, unused, and in sellable condition. Only product shipped from the originating manufacturer within the past 30 days may be returned. All product must be returned within 30 days of return authorization date or RGA will be cancelled. **e5, Mobile Aisle, Upholstered Seating, 4-Post Shelving, all high-density filing products, and Mailflow Systems products are considered custom and cannot be returned.**

All authorized RGA/Returns will be assessed the following:

- 30% refurbishing charge will be applied on all authorized returns for merchandise received in resalable condition.
- Customer is required to make the shipping arrangements for the return and is responsible for all return freight costs.
- RGA/Returns will be debited the original freight cost that was incurred as part of the original sale, as it is now a voided sale of product.
- All items purchased from wholesale distribution must be returned through the wholesaler and not Mayline.

Products returned to Mayline without **Return Goods Authorization (RGA)** are assessed original freight charges and all return costs. RGA terms and guidelines are applied. *In some instances a debit balance may be due from the dealer/wholesaler if costs exceed product amount.

All information provided by Mayline Company, LLC ("Mayline") in any form, is propriety information.

Terms & Conditions *continued*

Customer's Own Material (C.O.M.)

For C.O.M. orders, please contact our Customer Service Department for details and restrictions for laminates and fabrics not provided by us.
Refer to C.O.M. terms and conditions and the C.O.M. Order Form at the end of this Price List or contact customerservice@mayline.com.

*Shipping and Freight Allowance Program

All products ship via select common carrier f.o.b. shipping point (origin), with freight charges prepaid by Mayline. This is for dock-to-dock and FedEx Ground shipments only. These terms apply to shipments within the 48 contiguous states. Any accessorial charges for lift gate, inside delivery, call-in-advance, etc., are the responsibility of the dealer. If dealers are requesting shipments with a third party carrier or will-call, an extra 10% discount will be applied to the order and 3rd party account number will be required.

U.S.-billed dealers shipping into Canada will pay all freight charges dock-to-dock and must also provide their own broker and pay any fees or associated taxes. As a result of the dealer paying the freight, third party bill only, they will be allowed an additional 10% discount off of their standard discount. If Mayline provides the carrier and broker, the dealer will be charged for exact freight charges, plus a $75 broker fee, and associated taxes.

All orders from **Gold dealers** will be covered under this policy regardless of order size. Purchase orders must reflect January 1, 2015, list pricing with standard discount.

Orders from **Silver and Bronze dealers** will ship free on purchase orders of $2,500 current list or more (also using January 1, 2015, list prices) with standard discount. Orders less than $2,500 current list will incur a $75 fee for LTL shipments or $15 for small parcel shipments.

Accessorial Charges

Requests for inside delivery and lift gate/tailgate services should be included on original purchase orders and are subject to approval by Mayline. A $75 charge for inside delivery and $100 for lift gate/tailgate will be added to the invoice. Additional charges may apply based on order volume. Contact Customer Service for a quote.

In the event that inside delivery and/or lift gate/tailgate services are unforeseen, but required to complete the delivery, both the dealer and Mayline must agree to these services and subsequent invoicing by Mayline of the charges described above.

Inside delivery is defined as when carrier moves all or part of a shipment to a position beyond the point directly accessible or immediately adjacent to the delivery vehicle.

If a consignee is responsible for causing a re-delivery, a $50 charge will be invoiced.

Other special services will be billed at actual charges, including but not limited to:

- Storage
- Extra Labor
- Driver Assist
- Guaranteed Timekeeper Delivery
- Call Before Delivery
- Residential Zoned Delivery
- High Cost/Remote Region Delivery (i.e. New York City)

Will Call Program

Will Call services will be provided at our distribution center (Little Rock, AR). Customers picking up their products utilizing this program will receive an additional 10% discount. Program details:

- In-stock products will be available to pick up 24 hours after receipt of acknowledgement.
- Hours of pick up are 6:30 am to 4:30 pm, Monday-Thursday. 6:30 am to 2:30 pm Friday.
- Customer must specify the pick up time and date on all Will Call orders.
- If the customer does not specify a date and time, the order will go into "pending" status and not be available for shipment until a written date and time are provided.
- Orders not picked up within 48 hours of the specified time and date will be subject to a restock charge and/or cancellation of the order.

Trademarks

Aberdeen, C-File, Communication Station, Commute, Corsica, Flip-N-Go, Mailflow Systems, Mayline, Maytrix, Napoli, Ranger, Santa Cruz, Talon, TechWorks, and VariTask are all registered trademarks of Mayline.

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Warranty Information

Refer to inside back cover for our warranty details.

Key to the ICONS Used Throughout:

FAST Freight = *FAST* Freight Program

QUICK-SHIP = 72-Hour Quick-Ship Program

= Corporate Color Program

GSA = Product on GSA Schedule

GIZA/CAP = GIZA/CAP

= Intertek Green Leaf VOC+ Certified