

## ORDERING INFORMATION

When placing your order with SurfaceWorks, please include the following information:

- The SurfaceWorks quote number if applicable.
- Order quantity.
- Complete and valid model numbers including basic models and edge models.
- All relevant material finishes codes and descriptions, including any applicable material upcharges.
- Net prices.
- Any pre-arranged special discounts.
- All options and descriptions, including applicable charges.
- Sold-to and ship-to addresses.
- A purchase order number.
- Contact Information: name/email/phone#.
- A requested ship date.
- Clearly stated special instructions, if any.
- Additional shipping, handling and setup charges if applicable.
- **Please email completed purchase order to your account administrator.**

### Sample Line Item

Qty:	12
Model:	TTE.R.3060.MT6F
Description:	Elements training table, 30x60 rectangle, MT6F Urethane/PVC edge
Top Finish:	187 Sable Madera
Edge Finish:	089 Kodiak Brown
Option:	(1) Rectangular Grommet per table, Placement C

## COLORS & FINISHES

Our products come in a variety of colors and finishes. Accessory and table base finishes are included in the pricelist, however, please refer to [www.surfaceworks.us](http://www.surfaceworks.us) to view top surface finishes and edge finishes, as these change from time to time.

## LEAD TIME

Lead times stated on quotes are current estimated manufacturing lead times at the time the quote is generated. These lead times are not guaranteed and may change at the time the product is ordered.

## ESTIMATED SHIP DATE

The estimated ship date on the order acknowledgement is not guaranteed. This date may change during the production schedule. SurfaceWorks is not responsible for labor, expedited shipping charges, furniture rental, or other costs that may result from a change of ship date.

## PAYMENT TERMS

Payment terms for standard items are net 30 days. Customers may be required to provide deposits or cash in advance. Special or custom products may require a 50% deposit before production begins and balance before shipping. All applicable taxes will be added to the invoice unless tax exempt status is provided prior to shipment. Credit card payments are accepted; please add a 3% surcharge for all credit card payments.

## CHANGES & CANCELLATIONS

Written approval is required for all changes or cancellations after order acknowledgement has been issued. All changes and cancellations made subsequent to order acknowledgement are subject to additional fees including, but not limited to, the cost of materials and labor completed up to the point of cancellation.