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**ORDERING INFORMATION**

When placing your order with SurfaceWorks, please include the following information and email completed purchase order to your Account Administrator.

- The SurfaceWorks quote number, if applicable
- Order quantity
- Complete and valid model number(s) 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
- Accessory line items that require pre-drilling and/or cutouts should be linked to table line items with clear instructions
- 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

**Sample Line Item:**

Qty:	12
Model:	TTE.R.3060.MT6F
Description:	Elements training table, 30x60 rectangle, MT6F Edge
Top Finish:	L349 Weathered Ash
Edge Finish:	U354 HM Medium Tone
Option:	TP1 Nacre Power
Option:	C Casters

**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 <https://www.surfaceworks.us/finishes> to view current top surface finishes and edge finishes, as these change periodically.

**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.

**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.