

Massachusetts Higher Education Consortium (MHEC) End User Information Sheet

Contract No. MC11-C07 Furniture | Term: July 1, 2015 – June 30, 2019

SPQ #	SPQ-MHEC
Price Guides	July 9, 2018 Symmetry Office Hall of Fame Brochure
Products	Benching, tables, sit/stand desks, lighting, monitor arms, keyboard trays and other accessories.
End User Discount	53% Dock Delivery 47% Delivered and Installed
	FOB: Destination
Delivery	21 days ARO
Payment Terms	Net 30
Credit Card	Credit card will be accepted.
Cancellation	Orders which have entered any stage of production cannot be cancelled. Requests for cancellation are not accepted until acknowledged by Symmetry Office. In the event cancellation is accepted by Symmetry Office, cancellation charges may be for the entire amount of the order.
Ordering procedures	Specify model number, quantity, desired delivery date, Contract name or number, End User name, SPQ number, copy of the End User PO and all other applicable information. Orders will be acknowledged with a Symmetry Office acknowledgement form governing the transaction. In the event an error is made in the manufacture of the product the acknowledgement will be used as the resolution document. Submit orders by email to orders@symmetryoffice.com or by fax to (480) 393-4000. Upon receipt of clean, credit approved order; Symmetry Office will enter the order into production system electronically. The ordering dealer will receive an acknowledgement back within 48 hours confirming: <ul style="list-style-type: none"> - Complete model number - All product specifications - Ship date - Shipping Instructions - Tagging instructions - Dealer purchase order number
Return & Restocking	Restocks (returns without damage) must be approved on a case by case basis. If approved, a restocking fee of 25% will apply to all non-warranty returns. All items must be returned in undamaged, resell-able condition and in original packaging and shipped at the customer's expense to Symmetry Office, Inc. Products must be returned within 10 days of receipt. Custom products (non-catalog and special order) will not be restocked under any conditions. Costs associated with installation, etc. of defective parts will not be reimbursed. After packages have been inspected and approved, your account will be credited appropriately, or a replacement will be sent if requested. No credit will be issued for damaged or unauthorized product returns.
Warranty	Lifetime Warranty Coverage: All Symmetry office products, except where noted below. 12-Year Warranty Coverage: Benching, Tables and Height Adjustable Tables: Captiva, Largo 10-Year Warranty Coverage: Benching, Tables and Height Adjustable Tables: Flow 2.0 7-Year Warranty Coverage: Benching, Tables and Height Adjustable Tables: Voyager 5-Year Warranty Coverage: Filing, Power Components, Dividers 1-Year Warranty Coverage: Keyboard Trays
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