

State of Texas Multiple Award Schedule (TXMAS) End User Information Sheet

Contract No. TXMAS-18-7109 | Term: August 22, 2018 – December 19, 2022

SPQ #	SPQ-TXMAS	
Price Guides	August 22, 2018 Symmetry Office GSA Hall of Fame Brochure	
Products	Benching, tables, keyboard trays and other accessories.	
Volume Discount	FOB: Destination	
	Tiers (List Price)	Discount
	Tier 1: \$1 - \$10,000	58.64%
	Tier 2: \$10,001 - \$25,000	59.66%
	Tier 3: \$25,001 - \$75,000	61.18%
	Tier 4: \$75,001 +	62.71%
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:	
	- Complete model number	- Shipping Instructions
	- All product specifications	- Tagging instructions
	- Ship date	- 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	
	1-Year Warranty Coverage: Keyboard Trays	
Contract Administration & Sales Contact	Derek Cairo; Manager, Contracts Ph: 888.274.8664 Email: dcairo@exemplis.com	Chuck Thomasson, Director of Sales Southern Territory Ph: (714) 686-5553 Email: cthomasson@exemplis.com
Contract Notes	Please include a copy of the End User's TXSmartBuy Purchase Order as backup to your Purchase Order to Exemplis.	
	The TXMAS Contract allows Exemplis to recover the TXMAS Administrative Fee (1.5228% of the total net cost) by reducing the percentage discount to the End User. The Contract discount (excluding the TXMAS Administrative Fee discount reduction) is:	
	Tiers (List Price)	Discount
	Tier 1: \$1 - \$10,000	59.25%
	Tier 2: \$10,001 - \$25,000	60.25%
	Tier 3: \$25,001 - \$75,000	61.75%
	Tier 4: \$75,001 +	63.25%