



Contract #: GS28F0011X
Discount off list: 59.25% (Inclusive of IFF)
Small business/Woman owned Status



Volume discounts:

List Price (per order):	Additional Discount from list:
\$10,001-\$25,000	60.25%
\$25,001-\$75,000	61.75%
\$75,001 +	63.25%

Effective: Feb 2011 through Feb 2020
Effective Price List: January 2015
FOB: Destination
Delivery and Install : Dealer can charge

The following Special Item Numbers are accepted as a part of this contract:

- 711-2 Worksurfaces, Workstations, Computer Furniture and Accessories
- 711-11 Tables and Accessories
- 711-12 System Type Tables and Accessories

Prompt Payment Discount: 3% net 10 days

FOB Terms: Destination

Delivery Terms: 21 days ARO

Expedited Delivery Terms:

Items that are ordered under 25 units will be available to ship within 48 hours ARO. Symmetry Office, LLC's Align Products are not eligible for expedited delivery.

Shipping Policy: Most orders ship within 2-3 days of receipt of Purchase Order. Please inspect all Packages upon delivery. All shortages and outward appearing shipping damages must be reported to Symmetry Office before acceptance of delivery. We are not responsible for shortages and outward appearing shipping damages occurring after delivery if they were not claimed to the freight company at the time of delivery. Freight is generally included in our pricing in the 48 contiguous states. Shipping outside of the 48 contiguous states will be the responsibility of the customer. Symmetry Office will ship "best way," without guaranteeing any delivery dates or times. Additional shipping charges will apply for expedited shipping services, re-routed deliveries, requested delivery days and times and any other situations which cause the shipper to charge Symmetry Office, LLC above and beyond the basic "best way." Requests such as "call before delivery" may not be accommodated. For orders totaling under \$50 Net: a \$5 flat rate shipping fee will be charged.

Freight for table and healthcare catalogs is 5% of list under for 1-4 units or minimum of \$150, 2.5% of list for 5-14 units and included with orders of 15 15 units.

Cancellation Policy: Orders entered and acknowledged cannot be changed or cancelled without Symmetry Office, LLC's consent. The Government is not required to pay for any costs for cancellations placed prior to production or prior to any supplies being ordered to produce such order. After production begins, or after supplies have been order to produce such costs, the Government is required to pay for all costs incurred to produce the order.

Return Policy: Approved returns may be returned to Symmetry Office for credit or replacement at Symmetry Office, LLC's discretion. Please call Customer Service at 813-973-3230 to obtain approval and a Return Authorization (RA) Number. The assigned RA number and RA documentation must appear on all returned packages. There will not be any fees charged to the Government.

Restocking Fee: Restocks (returns without damage) must be approved on a case by case basis. If approved, a restocking fee of 12% will apply to all non-warranty returns. All items must be returned in undamaged, re-sellable condition and in original packaging and shipped at the customer's expense to Symmetry Office, LLC. 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: The Government is required to follow Symmetry Office, LLC's commercial warranty.

Cancellation Policy: No charge prior to production. After production has begun, only actual costs that the contractor can demonstrate will be charged if the items are not sold in a reasonable length of time (4 months).