

OFFICE FURNITURE & FILES
ORDERING INSTRUCTIONS FORM

BIDDER: Steelcase

VENDOR TAX ID NUMBER: 38-0819050

Ordering Information:

Please provide the following information about where Customers should direct orders. You **must** provide a regular mailing address and email address. If equipped to receive purchase orders electronically, you may also provide an Internet address. **NOTE: Duplicate as necessary for multiple ordering locations.**

Name: ****SEE ATTACHED SERVICING DEALERS FORM****

Please identify the person who will be responsible for administering the Contract on your behalf if award is made, and include an emergency contact phone number:

Name: **Michele Pavlacka**

Title: **Dealer Sales Consultant**

Street Address: **5110 Marbella Isle Drive**

E-mail Address: mpavlack@steelcase.com

Phone Number(s): **407.466.5992**

Fax Number:

If the person responsible for answering questions about the bid is different from the person identified above, please provide the same information for that person.

Name: **Michele Pavlacka**

Title: **Dealer Sales Consultant**

Street Address: **5110 Marbella Isle Drive**

E-mail Address: mpavlack@steelcase.com

Phone Number(s): **407.466.5992**

Fax Number:

Please identify the person who will be responsible for maintaining the dedicated web site AND the electronic catalog information through MyFloridaMarketPlace.

Name: **Angela Ososki**

Title: **Government Sales**

Street Address: **901 44th Street, SE, Grand Rapids, MI 49508**

E-mail Address: aososki@steelcase.com

Phone Number(s): **616.698.4489**

Fax Number: **616.246.4918**

Please be advised that vendors are responsible for verifying and maintaining the correct contact and address information within their MyFloridaMarketPlace vendor registration account. Failure to do so may result in the vendor being deemed ineligible to conduct business with the State of Florida.

INSTALLATION AND SHIPPING / DELIVERY COSTS:

Installation Costs:

Will be negotiated by the Agency with the servicing dealer on a job-per-job basis.

Shipping / Delivery Costs:

Drop Ship: All products F.O.B. Destination, drop ship directly by the manufacturer. Items delivered to the ordering agency shall be unloaded by the delivering carrier and placed on the agency's loading dock. If there is no loading dock, items shall be unloaded by the delivering carrier and placed in a space adjacent to the carrier's vehicle at the delivery location.

Delivered Not-Installed: All products F.O.B. Destination, drop ship. \$15 additional for unloading by the delivering carrier and placed on the agencies loading dock.

If there is no loading dock, items shall be unloaded by the delivering carrier and placed in a space immediately adjacent to the carrier's vehicle at the delivery location.

Inside Delivery, Non-Installed: All products F.O.B. Destination, drop ship. \$50 for the first five hundred (500) pounds and \$10 per one hundred (100) pounds exceeding shall be charged additional for orders specifying inside (non-installed) delivery, items shall be unloaded and delivered, in the shipping carton, to the ordering agency by the delivering carrier and placed inside the door on the first or ground floor of the building.

DELIVERY REQUIREMENTS AND LEADTIMES:

Factory Shut-down:

When the calendar makes it possible, Steelcase facilities experience a scheduled shut-down during the week between Christmas and New Year's. Because this is a scheduled event, this shut-down is planned for accordingly and does not affect our delivery commitments.

Shipping Terms and Conditions:

Product Leadtimes:

The following products have Standard Delivery of 90 days after receipt of order (ARO):

Avenir, Series 9000, Context, Pathways Segment, Internode, Power & Communications, Technology Wall, Answer Systems Furniture, Montage, Universal Bins & Shelves, Universal Pedestals, Universal Worksurfaces, Kick, Turnstone Storage, Towers Too, Post & Beam, Details- LT2 Light, Pathways Modular Power (Architectural Power), Pathways Low Profile Floor (Underscore), Relevant Wood Casegoods: Shells, Worksurface, Borders, Wiring and Cabling, Metro Detour, Metro MO, Turnstone Payback, Executive

Payback & Smoke, Details, 100/200 Firstfile, 800/900 Lateral & Vertical Files, 1700 Vertical, 730/970 Storage, 730 Bookcases, 900 Overfiles, Universal Storage: bookcases, combination cabinets, drawer stacks, laterals, lockers, overfile stacks, stackup process, storage cabinets, towers, wardrobe cabinets, workstation vert., Werndl: Tokyo Products, Metro MO Storage Products, Relevant Wood Casegoods: Hatchbacks and Media Carts, Storage Products, Norfolk, Walden, Arbor, Metro Template, Metro Teamwork Tables, Relevant Wood Casegoods: Table Products, 8500 Series Tables.

The following products have Standard delivery of 60 days after receipt of order (ARO):

Ellipse, 8500 Series Computer Support Furniture, Activity Tables, Metro Archipelago Seating, Steel Seating: 421,422,423,433,453,457,458,460,461,463, 470,472,473,474,475, Leap & Leap Coach Seating, Wood Seating: Alcove, Alerion, Ascot, Collaboration, Deja, Decorum, England, Gentry, Interval, Masque, Theorum, Topaz, Turnstone Seating – Springboard, Jersey Seating, SDP Seating: Metro Rover Seating.

The following products have Expedited Delivery of 30 days after receipt of order (ARO):

Avenir, S9000 & Context- Quickship discounts will apply
Ellipse- Quickship discounts will apply
Details - Quickship discounts will apply
Activity – Quickship discounts will apply
Filing & Storage* - Quickship discounts will apply (*excluding Universal Storage)

Steelcase Warranties

Products will be warranted per Steelcase's warranties in effect at the time of manufacture. Steelcase's warranties as of the date of this Agreement are below.

FOR STEELCASE AND TURNSTONE BRAND PRODUCTS DELIVERED IN THE UNITED STATES AND CANADA

North America Lifetime Warranty

Steelcase Inc. ("Steelcase") warrants that Steelcase and Turnstone brand commercial products are free from defects in materials or workmanship. Steelcase will repair or replace with comparable product, at its option and free of charge, any product, part, or component manufactured after January 1, 2002 which fails under normal use as a result of such defect. This warranty applies from the date of manufacture, regardless of shift usage and is valid only for the original purchaser.

Exceptions

- 10 years** ***Seating mechanisms, pneumatic cylinders and electrical components***
- 5 years** ***Lab Bench products, Stacking chairs, (Max Stacker, Max Stacker II and Parade) wood-frame chairs, and all other mechanisms including: user-adjustable work surface mechanisms, office doors and their frames and mechanisms, wood veneer and other covering materials, Classic Collection textiles and foam***
- 3 years** ***DesignTex Graded-In textiles, Vinyl (vertical surface) and acrylic***
- 1 year** ***Markerboards, replacement parts (or the balance of the original warranty period, whichever is longer)***

Exclusions

This warranty does not apply to product failure resulting from:

- ***Normal wear and tear***
- ***Failure to apply, install, or maintain products according to published Steelcase instructions and guidelines***
- ***Abuse, misuse, or accident***
- ***Alteration or modification of the product***

The following products and materials are not covered by this warranty:

- ***Products considered consumables (e.g. lamps and ballasts)***
- ***Customer's own (COM) or non-standard textiles and materials***
- ***Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates and lots)***
- ***Other manufacturer's products (Steelcase will pass through other manufacturer's warranties where applicable and to the extent possible)***

This warranty applies only to products delivered in the United States and Canada.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

FOR PRODUCTS LISTED IN THE METRO, AND DETAILS PRICE LISTS

Steelcase warrants that its Steelcase Design Partnership brand products are free from defects in design, material and workmanship, given normal use and care, for ten (10) years of single-shift service, with the exceptions noted below. Steelcase Design Partnership will repair or replace, without charge to the original Customer, any product or part which fails as a result of such defect during the following warranty periods:

- All products and components not listed below... ten (10) years.
- Metal frame chairs, operating components, electrical components and functional mechanisms... three (3) years.
- Wood-framed chair and table products; high-wear parts such as casters, fabrics, and other covering materials, stacking chairs, wood veneers and wood top surfaces... two (2) years.
- Marble and glass top surfaces... one (1) year.
- Details Height-Adjustable Worksurface Tops... lifetime.
- Details Height-Adjustable Worksurface lifting columns and electronics... five (5) years.
- Details Lighting Ballast... five (5) years.
- Details Side Access Folder... two (2) years.
- Details Special (Custom) Product... two (2) years.

This warranty is the Customer's exclusive remedy for product defect and does not apply to damage caused by a carrier other than Steelcase Design Partnership or by user modification or attachments to a product, to "Customer's Own Materials" applied to Steelcase Design Partnership's products, or to products not installed or used in accordance with Steelcase Design Partnership's installation and/or application guides.

EXCEPT AS STATED ABOVE, STEELCASE DESIGN PARTNERSHIP MAKES NO EXPRESS OR IMPLIED WARRANTIES AS TO ANY PRODUCT AND, IN PARTICULAR MAKES NO WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE. STEELCASE DESIGN PARTNERSHIP SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

PolyVision products are covered by several individual warranties and can be accessed at the following web sites. If Internet access is unavailable, contact a Steelcase dealer or call PolyVision Customer Service at 1-800-620-POLY for product specific warranty statements.

Technology products:

<http://www.polyvision.com/support/warranty.asp>

Commercial Series Whiteboards:

http://www.polyvision.com/support/warranty_commercial.asp