

# Terms and Conditions

## Pricing

All prices shown are list and include delivery to one destination. Prices are subject to change without notice. Possession of this price list does not constitute an offer to sell. Orders can be received only from authorized JSI dealers.

## Quickship

Items indicated with a Quickship symbol **QUICKSHIP** are available in 10 business days. Please reference the Quickship price list for ordering information. The Charleston Series, JSI's instock program ships in 48 hours (Windsor Mahogany finish only), upon receipt of a credit approved order. Quantities of Charleston are limited to availability at time of order. Please verify availability on single item quantities of 25 or more.

## Delivery

All shipments are F.O.B. point of shipment, freight prepaid and allowed. Shipments to Alaska and Hawaii are freight prepaid and allowed to port of exit. JSI reserves the right to select the appropriate carrier. Special requests including, but not limited to, inside delivery, installation, and call before delivery are not included in prices shown. Any charges arising from failure to meet shipment, rerouting while in transit, or carrier storage charges are the responsibility of the customer. Orders of less than 500 lbs. will be assessed a handling charge of \$50 net per order (waived for items shipped via UPS). Orders with a "call before delivery" will be assessed a handling charge of \$15 net.

## Claims

All shipments are delivered to the carrier in good condition and our liability ceases thereafter. If shipment arrives short or damaged, you should file claim immediately with the carrier. In the event of concealed damage, notify carrier and request an immediate inspection. Keep all cartons and packing material. Failure to file claim within 15 days after receipt of merchandise constitutes acceptance and a waiver of any such claims. Please inspect merchandise immediately upon receipt, otherwise there is no recourse.

## Orders

Please reference the "To order, specify" section listed on each price list page when writing an order. Indicate ship to address if different from bill to address. All orders should be mailed, or faxed to:

JSI (A Division of Jasper Seating Company, Inc.)  
PO Box 231  
Jasper, IN 47547  
Fax 812-936-9979

## Acknowledgements

All orders will be acknowledged promptly showing how the order was entered, the approximate shipping time, and other pertinent information. Please examine this acknowledgment carefully and notify us immediately of any discrepancies. Every effort is made to ship as acknowledged, however, the acknowledged ship date is approximate. Acknowledged ship dates are contingent upon adverse conditions, however, every effort is made to ship as acknowledged.

## Order Changes

All changes to an order must be made in writing and are subject to our ability to conform. Administrative and/or labor charges may be incurred by the dealer depending upon the production stage of the order. Once final production has begun, no changes can be accepted.

## Cancellations

All cancellations must be made in writing. Administrative and/or labor charges may be incurred by the dealer depending upon the production stage of the order. Orders cannot be canceled after the finishing process has begun without incurring substantial restocking charges. Cancellations cannot be accepted once final production has begun.

## Specifications

Detailed specification sheets are available for each series, consult the Customer Service Department. JSI reserves the right to make changes in dimensions, style, or specifications if we believe these changes will improve an item's quality or appearance.

## Returns and Repairs

No merchandise may be returned to JSI without a signed Return Goods Authorization form (RGA) issued by our Customer Service Department. Any authorized returns not due to damage or defect will be assessed a 35% restocking charge and all return freight charges must be prepaid. Liability for defective merchandise shall be limited to replacement or repair. We will not issue credit allowances for any repairs without our prior consent. Under no circumstances can we accept COD (Cash On Delivery) returns. Any such shipment will be refused.

## Replacement Parts

Prices for replacement parts can be obtained by calling our Customer Service Department. Please have the model number available when ordering replacement parts.

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## Warranty

JSI warrants to the original purchaser that each piece of furniture will be free from defects in workmanship given normal use for a period of twelve years of single shift service. Drawer suspensions carry a lifetime warranty.

JSI will, at its option, repair or replace any defective merchandise within the terms of the warranty. This warranty does not apply to damage resulting from accident, alteration, or misuse.

## Finishes

Due to the natural characteristics of wood, environmental effects, and material upgrades, we cannot guarantee exact finish matches on existing furniture previously ordered from JSI. If an exact match to existing furniture is required, it must be specified so that the proper procedures can be followed to ensure an acceptable finish. We will accept no liability for the finish if this procedure is not followed. We reserve the right to make changes in a finish formula if we believe the change will improve the quality or appearance of our furniture.

## Natural Finishes

Every tree has unique and defining characteristics, like fingerprints. These characteristics include differences in color, grain configurations and texture. When specifying natural or light finishes, these natural markings are not masked and are easily detected. With this in mind, we hope you enjoy and appreciate the beauty of each tree's fingerprints. In addition, lighter finishes may discolor when exposed to direct sunlight.

## Finish Options

### Cherry

CC Classic Cherry  
VC Vintage Cherry  
NC Natural Cherry  
LC Light Cherry  
EC Ember Cherry  
MM Medium Mahogany

### Walnut

TW Traditional Walnut  
  
RW Royal Walnut  
DW Dark Walnut  
WM Windsor Mahogany  
MM Medium Mahogany

### Oak

LO Light Oak  
MO Medium Oak  
DO Dark Oak

### Maple

NM Natural Maple  
  
CM Caramel Maple

## Special Finishes

Add a one time charge of \$210 list per order for any non-standard wood finish.

We reserve the right to decline any request for a custom finish if we feel that we will be unable to match it due to limitations of the wood species or of the sample provided to us.

Because of the natural variations of wood, minor differences in color may occur.

## Product Modifications

We willingly accept customers' modifications to standard products. There is a Product Option segment after each series which lists frequently requested modifications. If there is a modification that you desire that is not listed in this section, please call the Customer Service Department for special quotes, minimum quantities and reasonable lead times.