

SUPPLEMENTARY PRODUCT TERMS & CONDITIONS

Supplementary Terms and conditions are in addition to the General Terms and Conditions; in the event of any conflict, the Supplementary Terms take precedence over the General Terms.

SET-IN-PLACE AND ASSEMBLY CHARGES

To determine the required delivery type and applicable charges for your order, please review the delivery information below.

The selected delivery type must be indicated on all furniture orders. If set-in-place or assembly services are required, the corresponding charges must be authorized at the time of order. Please note that CALCTRA cannot provide set-in-place or assembly services for items that have already been delivered.

1. Dockside Delivery: Delivery to the building's loading dock or any accessible first-floor entrance within 50 feet of the carrier truck's unloading point. Dockside delivery is included in the list price.
2. Set-In-Place Delivery: Direct delivery to your office, placing furniture at the point of use or for deliveries requiring transport beyond 50 feet from the unloading area. This service includes unboxing and removal of all packaging materials but does not include assembly.
3. Set-In-Place/Assembly: This service includes delivery to the point of use, as well as on-site assembly and connection of furniture pieces. Certain items require on-site assembly; customers should refer to CALCTRA's online catalog for specific product details. If the purchaser chooses to assemble these items themselves, the standard set-in-place delivery charge still applies for deliveries requiring transport beyond 50 feet from the unloading area.

Refer to the online catalog for current set-in-place and assembly charges. Please note any special requirement on the purchase order.

Additional charges may apply for special requirements, including:

- Coordinated Major Projects
- Residential Hall Furniture
- New Building Furniture Installation
- Large Quantity Orders
- Any delivery obstacles, such as missing freight elevators, narrow stairs, or limited access.

For special requirements, contact the CALCTRA Sales Department:

Phone: 916-323-2419

Email: salesinfo@calctra.ca.gov

STORAGE FEES

CALCTRA's storage space is limited. Subject to approval and availability, customer's items may be stored. See CALCTRA's General Terms and Conditions for details.

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QUICK SHIP

Guidelines:

1. Orders will be delivered within 10 calendar days from the date of placement.
2. Quick Ship is limited to a maximum of 10 chairs per order.
3. Chairs are available in black only.
4. Delivery is limited to dockside only. Set-in-place services and special delivery instructions, including prior notice, are not available.
5. Quick Ship service is offered exclusively on selected chair models.

LIMITED LIFETIME WARRANTY

CALCTRA warrants that its products are free from defects in materials and workmanship for as long as the original purchaser owns the product, except as otherwise stated herein. At its sole discretion, CALCTRA will repair or replace, at no charge, any CALCTRA product or component invoiced on or after July 1, 2023, that fails under normal commercial office use and in accordance with the terms of this warranty. For products or components invoiced prior to July 1, 2023, please contact CALCTRA's Customer Service Department for applicable warranty information.

CALCTRA may, at its discretion, repair or replace any product covered under this warranty. If the product has been discontinued, CALCTRA may substitute a comparable item of greater or lesser value.

LIMITATIONS TO THE WARRANTY INCLUDE:

	CASEGOODS	SYSTEMS	SEATING
5 YEAR	<ul style="list-style-type: none">• Electrical components• Height Adjustable Table motors• Metal legs and posts• Moving parts which include slides, glides and casters	<ul style="list-style-type: none">• Electrical components• Height Adjustable Table motors• Laminates (HPL)• Laminate panels• Vinyl trim	<ul style="list-style-type: none">• Arms• Bases• Casters• Pneumatic cylinders - single shift for users of up to 300 lbs (40 hour week)• Seating mechanism - single shift for users of up to 300 lbs (40 hour week)
2 YEAR	<ul style="list-style-type: none">• Height Adjustable Table handset and controllers• Locks	<ul style="list-style-type: none">• Height Adjustable Table Handsets and controllers• Keyboard trays and mechanisms• Locks• Monitor arms	
1 YEAR	<ul style="list-style-type: none">• Task lights	<ul style="list-style-type: none">• Acrylic• Task Lighting	

NOTE: The limited warranty period begins on the date of delivery of the original order.

CALCTRA DOES NOT WARRANT:

- Normal wear and tear, including dents, nicks, scratches, fading, or damage resulting from improper maintenance.
- Discoloration caused by exposure to sunlight or indoor lighting.
- Damage resulting from improper treatment, use, or storage, including exposure to unusual environmental conditions such as extreme climates, acids, or moisture.

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- Damage occurring after original delivery, including damage caused by carriers during transit, cross-docking activities, or movement of products between sites or locations, as well as misuse or unauthorized alterations.
- Any warranty or claim related to the matching of colors, grains, or textures; color fastness; or variations in textile color, including dye lot deviations.
- Any warranty or claim for CALCTRA products used for rental, leasing, or other third-party purposes.
- Products that are not installed, used, or maintained in accordance with applicable product specifications, instructions, or warnings.
- Consumable items, including but not limited to batteries, bulbs, lamps, and ballasts.

LIMITATIONS:

- A product will not be considered defective, and CALCTRA will have no obligation to repair or replace it, if it is improperly installed or used in a manner deemed “non-standard”. CALCTRA, at its sole discretion, will determine whether a defect arises from improper installation or reconfiguration.
- CALCTRA shall not be liable under any circumstances for consequential, economic, or incidental damages of any kind, including but not limited to personal injury or property damage, regardless of how such damages are claimed to have occurred, whether due to breach of warranty, contract, negligence, or otherwise.

COMPONENT PARTS

Replacement parts may be purchased for currently offered CALCTRA products. For products that have been discontinued, replacement parts may be available for a limited period. For information regarding availability, pricing, and part numbers, please contact CALCTRA Sales Department:

Phone: 916-323-2419

Email: salesinfo@calctra.ca.gov