

## CSI WARRANTY, TERMS, CONDITIONS AND ORDERING INFORMATION

**PRICING:** CSI's prices are subject to change with published notification. CSI reserves the right to correct errors or typographical mistakes.

**ORDERING:** CSI accepts orders via website ([csi.nebraska.gov](http://csi.nebraska.gov)), fax (402-471-1236), and U.S. Mail (CSI, 800 Pioneers Blvd., Lincoln, NE 68502). Include complete billing and shipping information, contact name & phone, and purchase order/reference number. If you have any questions about placing an order, please contact us at 800-348-7537. CSI requires customer signature on custom designs and/or special orders.

**PAYMENT:** Remit all payments to CSI Accounts Receivable, P.O. Box 94661, Lincoln, NE 68509-4661 within thirty (30) days (Net 30) of receipt of invoice.

**DELIVERY:** Published and quoted pricing includes delivery within the state of Nebraska and normal setup. Deliveries are scheduled on a routine basis by the CSI Warehouse. Please make prior arrangements with CSI Warehouse to schedule moving, removal, and/or disposal of old furniture, for which separate fees may be charged. CSI will not attach items to owner's walls.

**STORAGE FEES/MOVING FEES:** For orders left undelivered, CSI reserves the right to charge storage at a minimum rate of 2% of the total order per month. The CSI Warehouse can provide moving services. Contact CSI for hourly rates and mileage charges.

**BACK ORDERS, SHORTAGES, & RETURNS:** For shortages or damage noticed during delivery, please note on the shipping document or report to CSI as soon as possible. Returns for defects in materials and/or workmanship (based on CSI inspection) will be accepted during the warranty period. Please contact CSI Customer Service (800-348-7537) to request authorization for returns. Returns based on anything other than product deficiencies are subject to a minimum 25% restocking fee. Custom orders are returnable only for defects in workmanship, materials, or CSI error.

**WARRANTY INFORMATION:** Providing quality goods and service is CSI's mission and customer satisfaction is a priority. All requests for warranty repair will be determined by CSI. Warranty claims must be submitted to CSI in writing within the warranty period with the sales order number, item description, production order number, or date of receipt. Claims will only be honored for the original purchaser of the goods. The original warranty period of any item will not be extended by repair or replacement; warranty may be voided if the product was not used or installed as recommended; and warranties will not be honored in the event of modifications, misuse, abuse, alterations, or negligence by the owner. Contact CSI at 800-348-7537 or <https://csi.nebraska.gov/contact/request-warranty-repair> to report a warranty issue.

Wood furniture, including wood frame chairs, loveseats, and sofas, manufactured by CSI carries a five (5) year warranty (excluding fabric) against defects in workmanship and materials, unless purchased from CSI's Special Offer area, or unless otherwise noted on the Quotation, Sales Form, or Customer Acknowledgment.

CSI offers no warranty on textiles or fabrics beyond what is offered by the vendor to CSI. Typically, this is a one (1) year period relating only to manufacturer's defects.

All refinished, refurbished, or re-upholstered items carry a thirty (30) day warranty from delivery date.

See current CSI Chair Catalog for specific warranty information on chair models and lines. Chair casters carry a one (1) year warranty from date of receipt. CSI office chairs have typically been tested to "applicable ANSI/BIFMA standards," and are designed for standard office use by occupants weighing up to 300 pounds, used during one shift. CSI offers a model designed for bariatric use with weight limits of 500 pounds, in addition to models designated suitable for "24/7" multi-shift usage. If you have questions about the suitability of a model for intensive and/or institutional use, we're happy to discuss your needs.

Institutional furniture is covered by warranty for the period offered to CSI by the vendor only.

Clothing, dry goods, janitorial products, signs, name badges, awards and other consumable products shall be free of flaws and defects at the time of delivery and prior to use.

File cabinets have a five (5) year warranty for frame and structural integrity only.

Student desks manufactured by CSI carry a two (2) year frame warranty. Student desk tops and seat backs shall be free of defects in workmanship and materials at the time of delivery and prior to use.

Modular furniture, panel systems, and CSI-manufactured folding tables have a two (2) year warranty for framework and structural integrity.

View Tier 1 and Tier 2 fabric options at [csi.nebraska.gov/fabric-and-vinyl-options](http://csi.nebraska.gov/fabric-and-vinyl-options). Contact your sales representation for Tier 3 fabric options.