

## **GUIDELINES: QUOTES-SAMPLES-ORDERS-PAYMENTS-SHIPPING-DELIVERY**

### **SAMPLE MATERIALS AND SAMPLE CHAIR REQUESTS**

If a fabric sample or finish sample for review is required prior to placing an order, please contact our office by email and include the items for pricing, project name and contact information. It is recommended that we provide a written quote along with sending material samples.

Chair samples of standard in-line products are taken from our inventory and available upon request, however, only if a formal written quote was provided for the project. All accounts must fill out the account registration form on the website in order to receive seating samples.

The chair sample shipping policy is:

All Care Seating will invoice the purchaser for the cost of one-way freight to a facility, office or warehouse that can accept it and where it is being reviewed. The receiver must keep the carton and all packing materials for the return of the sample item(s) and affix the label, All Care Seating has supplied, to the carton and have it ready and placed in an area for pick up.

All Care Seating will issue a shipping label for the return after review and incur the cost of return freight.

If the item becomes an order, All Care Seating will credit the purchaser for the one-way freight invoice issued.

**NOTE:** any unreturned, lost or severely damaged sample chair will be billed for in full for the item and freight.

### **ORDERS**

Orders must include the following information:

- Signed and dated by the authorized delegate of the Account/Purchaser
- The purchase order must include all the required product details or be accompanied by the matching written quote (or reference #). Discrepancies between the purchase order and the quote provided by All Care Seating will then issue a re- quote and will require an updated purchase order.
- Established payment method confirmed
- Account/Purchaser information, including but not limited to:
  - Company name, address, phone number and email address
  - Contact name for the order
  - Contact telephone number
  - Contact email
  - Name of project or Quote # reference
  - Ship To details-name, address, phone number, contact name, email address hours of operation

Written orders received from the Account/Purchaser with all the correct information will be acknowledged by All Care Seating in writing within 48 hours. It is the responsibility of the Account/Purchaser to advise All Care Seating, in writing, of any errors or discrepancies in the sales order acknowledgment or invoice within three (3) days of the receipt of the acknowledgment or invoice.

## PRICING

All wholesale prices quoted are F.O.B. the All Care Seating warehouse in Harrison, N. J. or for special orders shipping to the West Coast. Wholesale pricing for purchases from the Quick Ship inventory can only be obtained by requesting a formal written quote and are FOB Harrison, N.J.. Orders that have been requested, in writing, to "Split Ship" after acknowledgment or invoice has been issued will have additional charges applied.

## PAYMENTS

Orders received without a required deposit will be held pending the receipt of the deposit payment unless otherwise noted in writing, on the quote, sales order acknowledgment or invoice. Terms for the final amount due appear on all sales orders and invoices. Account/Purchasers with balance due before delivery will have the shipment held until payment is received. All products sold from inventory require payment in full unless otherwise noted in writing from All Care Seating. No third-party payments will be accepted, unless approved in writing. A service fee of 1.5% per month will be applied to orders that remain unpaid after (30) days of being invoiced. All past due amounts are subject to service charges.

## CHECKS

Make checks payable to:

All Care Seating  
1000 1st Street  
Harrison, NJ 07029

ACH - WIRE TRANSFERS: are accepted for orders only that are sent directly to the All Care Seating office. Information regarding bank account numbers and routing will be sent upon request regarding this type of transaction.

Third party checks are not accepted unless authorized in writing by All Care Seating. Credit cards or written checks must belong to the customer named as the "bill-to" party on the payment form on the website or on a submitted written special order.

## CANCELATION

All Care Seating must be given written consent from the Account/Purchaser before an order is considered cancelled. Cancellations will not be accepted for custom or special orders, orders in production unless approved in writing by All Care Seating. Cancelled orders are subject to cancellation fees based on where the order stands in production. If there is a cost associated with a cancelled order, this amount is the sole financial responsibility of the Account/Purchaser. If there are "materials supplied by others" these are the sole responsibility of the Account/Purchaser to have picked up or shipped from any All Care Seating facility and any recourse from these actions are the sole responsibility of the Account/Purchaser. The Account/Purchaser agrees that the cancellation fees compensate All Care Seating for the reasonable estimate of losses on the canceled order.

## COM FOR ORDERS

COM upholstery amounts are estimated based upon standard roll sizes and solid 54" plain goods. It is the responsibility of the Account/Purchaser to notify All Care Seating if any amount needs to be re-estimated specific to a COM upholstery chosen. The Account/Purchaser is responsible for all COM materials arriving at the warehouse in a timely manner and in good condition. All Care Seating is not responsible for project delays resulting from any COM received late, damaged or packaged incorrectly to the factory even if COM is purchased by All Care Seating on behalf of the Account/Purchaser. The Account/Purchaser is responsible for shipping all the COM they select. All COM must also have identification information side marked on the delivery to match the materials with the purchase order. Any materials received without identification can result in delays with an order. **The fabric should be tagged with: The All Care Seating acknowledgment or invoice number, account PO # and the item(s) to which it is applied.**

Production will not begin on any item requiring any type of fabric or leather supplied by the purchaser until ALL the materials for the item ordered have arrived, been identified, and inspected. All Care Seating can only assume all COM received has been inspected and are ready for use. The Account/Purchaser takes responsibility for the wearability, color fastness, safety, or fire code validity of the materials supplied to All Care Seating. All Care Seating takes no responsibility for the selection of materials chosen by the Account/Purchaser. All Care Seating's warranties do not extend to materials supplied by the customer.

### COM YARDAGE REQUIREMENT CHART

| REPEAT | RAILROAD | UP THE ROLL | 2 WAY REPEAT MATCH |
|--------|----------|-------------|--------------------|
| 1-5"   | ADD-10%  | ADD-15%     | ADD-15%            |
| 6-9"   | ADD-15%  | ADD-20%     | ADD-25%            |
| 10-13" | ADD-20%  | ADD-25%     | ADD-30%            |
| 14-20" | ADD-25%  | ADD-30%     | ADD-35%            |
| 21-27" | ADD-30%  | ADD-35%     | ADD-40%            |
| 28-34" | ADD-35%  | ADD-40%     | ADD-45%            |

### ADD TO THE ABOVE SPECS IF APPLICABLE

|                |  |             |
|----------------|--|-------------|
| 51-53" WIDE    |  | ADD 10%     |
| 48-51" WIDE    |  | ADD 15%     |
| UNDER 48" WIDE |  | CONTACT C/S |

## SHIPPING METHODS AT A GLANCE

### General Information

All Care Seating can ship directly to a purchaser's warehouse or based on meeting certain receiving criteria, directly to the job site.

Shipping methods for all purchases are determined by the Purchaser. All Care Seating ships domestically with national carriers; however, purchasers can make their own arrangements. Orders that have special shipping arrangements specified by the purchaser, such as Third Party shipping or Will Call pick up are available, as well as direct shipments to both the East and West Coast that meet load requirements.

Freight charges are based on estimated volume and rates at the time of the initial quote or order. All freight charges are subject to final adjustments. Final freight costs are the responsibility of the purchaser and are due immediately upon receipt of the shipment when prepaid and billed. In some cases, final invoices for freight may not be issued until after the shipment has been made.

All freight shipped by All Care Seating's designated carrier is always "call before delivery" and, if required, a liftgate truck will be provided for an additional charge. All carriers are, in fact, 3rd party and not directly affiliated with All Care Seating.

Order tracking is provided by the All Care Seating office once the product ships from the factory and updated once again when in transit domestically.

Types of cartons and pallets: All cartons are of heavy-duty construction, double wall corrugated with a minimum 175 burst rate, and all chair carton bottoms are supported sheet of plywood inside for extra protection. All arms and legs are fully protected, and the item is wrapped in foam. All orders are shipped on wood pallets. All carton and packing materials are made of recycled materials.

### Method #1 - Dock to Dock & Door to Door

Shipment charges from our facility via our national carrier, directly to the purchasers' receiving warehouse are based on volume, weight, and the location of the purchasers' warehouse.

These rates are calculated when purchases are made from both inventory or special orders and only when All Care Seating is the shipper. In-stock, paid in full orders ship within 3-5 business days from our warehouse. An order is defined as one shipping method selected for delivery to one address.

All Care Seating can arrange direct shipping to all mainland 48 states, Alaska, Hawaii, as well, Canada, and Puerto Rico. If there are any remote areas for any shipment, a notice with instructions will be sent in writing. All Care Seating cannot ship to domestic facilities or a jobsite unless they have a loading dock, can accept lift gate deliveries and both must have attending staff available. We do not ship to government or military facilities directly.

## **Method #2 - Will Call and Third Party**

All will call and third-party pick-up dates must be coordinated and confirmed with All Care Seating by emailing a BOL provided by the carrier to the All Care Seating office. Please allow approximately 3 business days after payment in full, or unless other arrangements have been made, for Will Call warehouse processing.

### **Checklist for all Third Party and Will Call pick-ups:**

- The Will Call and Third-Party pick-up bay docks are 48" high, suitable for standard freight trucks.
- Drivers are required to load all items.
- Drivers must have the Bill of Lading, customer PO number(s), All Care Seating's invoice numbers and an All Care Seating packing slip for shipments to leave the warehouse area.
- Drivers must inspect items prior to loading them. All Care Seating is not responsible for damage found after items have left the Will Call or Third-Party loading docks.

Will Call and Third Party Pick up address and hours of operation:

**All Care Seating**  
**1001 So. 2nd Street**  
**Harrison, NJ 07029**

Dock hours

8:30am - 4:00 pm Monday – Thursday. Friday 8.30-12.30 (except holidays)

An appointment is required prior to picking up.

## **DELIVERY/ACCEPTANCE**

- The receiving warehouse or jobsite delivery staff must accept the entire shipment at the time of delivery.
- All common carrier deliveries require a signature on the Bill of Lading (BOL).
- Claims for shortages must be submitted in writing via email to All Care Seating.
- Any shortages or damage to the carton must be noted on the carrier's Bill of Lading at the time of receipt and signing.
- Missing or damaged items must be documented and reported to All Care Seating within 24 hours of delivery.
- Shortages may be included in subsequent shipments, and a shortage may not be apparent until the full order is delivered.
- All Care Seating is not liable for shortages if products were warehoused or signed for before installation.
- By signing for delivery without discrepancies, the consignee confirms receipt in good condition and assumes responsibility, releasing All Care Seating from further liability.

## INSPECTION AT DELIVERY

### Recording Damage on the BOL:

- Record item number(s) and take pictures of any damage to external packaging for freight claims.
- Send photos and details to All Care Seating and hold the product for a claim with the carrier.
- Open and inspect visibly damaged cartons immediately, taking photos before signing for delivery.

### Internal or Concealed Damage:

- If damage is found inside the carton, take photos and document it.
- Send the information to All Care Seating within 72 hours of delivery and hold the product for a claim.
- The receiver must not deliver any damaged products.
- Inspect unopened cartons within 72 hours for any freight claim to be honored.
- If immediate inspection isn't possible, note on the BOL: "Boxes are subject to inspection. The receiver must notify the carrier of pending concealed damage within 72 hours."
- The purchaser or designated receiver must file a claim within 72 hours of receipt; claims after this period may not be honored.

### Incorrect Items:

- If the shipment is undamaged but incorrect, contact All Care Seating within 72 hours of receipt.

### Installed Damaged Product:

- If damage is discovered after installation, delivery damage claims are no longer valid.
- The receiver assumes responsibility for the product's condition once delivery is signed for and accepted.

### Post-Delivery Damage:

- Any damage occurring after delivery is the receiver's responsibility.

### Responsibility After Delivery:

- All Care Seating is not liable for damage after delivery or pickup.
- The purchaser must inspect the product upon receipt for any paint scratches, dents, or chips.
- Once goods are accepted, All Care Seating assumes no further responsibility.
- All Care Seating is not liable for damage caused by third parties (e.g., handling, warehousing, secondary shipments, or installation).
- The limited warranty only covers factory defects and does not include damage from improper handling or installation.

All Care Seating will review all claims and assist with solutions where feasible.

**TERMS AND CONDITIONS OF SALE - THE WARRANTY - MAINTENANCE AND CLEANING GUIDELINES  
ARE ALL AVAILABLE IN ADDITIONAL DOCUMENTS THAT CAN BE VIEWED ON OR DOWNLOADED FROM  
THE WEBSITE**

## OFFICE & SHOWROOM

1000 1st Street  
Harrison, NJ 07029

## CUSTOMER SERVICE INQUIRY

phone: (718) 564-6233  
email: [info@allcareseating.com](mailto:info@allcareseating.com)