

## SIS-USA INC. TERMS & CONDITIONS

**FREIGHT:** SiS-USA Inc. shall select the method of shipment, carrier, and routing in the 48 U.S. contiguous states. **Normal LTL or truckload delivery is dock-to-dock and normal delivery hours are between 8:30 AM and 4 PM Monday through Friday.** All products shall be shipped "F.O.B. Shipping Point".

All orders shipping outside the 48 contiguous U.S. states shall be subject to additional freight that will be pre-paid and added to the invoice. Please contact [orders@sisergo.com](mailto:orders@sisergo.com) for a freight quote. The customer will be responsible for arranging customs clearance, applicable duties, and taxes shipping outside of the US.

SiS-USA Inc. will take reasonable efforts to meet delivery requests. All requests for carrier-guaranteed delivery times shall be considered and will include an additional fee, if accepted. This additional fee will be the maximum liability to SiS-USA Inc. if the carrier misses the guaranteed delivery time, a refund will be issued to customer.

All SiS-USA Inc. standard ground and guaranteed delivery times are exclusive, but not limited to, any additional costs associated with customer orders. Customer shall be responsible for, but not limited to, any or all the following costs:

- Consolidation and delivery on the same truck
- Expedited or air freight
- Special shipping or packaging methods
- Liftgates/forklift
- Delivery outside of normal hours
- Inside delivery
- Redelivery, notification, etc.
- Improper refusal of product
- Detention charges
- Street unloads
- Redirection of product
- Storage past acknowledged ship date

**Please request a quote in advance from ([orders@sisergo.com](mailto:orders@sisergo.com)) if any of these additional services will be needed for your order.**

### LEAD TIME:

- All products in the catalog will receive ship dates respective of their product category and can be found on the following page.
- Custom orders are subject to extended lead times and will require a customer approval in writing prior to production.

This price list and these terms supersede all previous price lists and terms. These prices and terms are subject to change without notice. In order to accommodate lead times, we may ship orders from multiple distribution centers across the United States. We will make every attempt to avoid arrival on separate dates.

**TERMS OF PAYMENT:** Terms of payment will be established based on the credit rating and credit information provided by and for specific customers. New dealers require credit references, valid tax-exempt or resale certificate, when applicable. Orders are invoiced at time of shipment. Approved credit terms are net 30 days. A 1.5% late charge on unpaid balances will be applied per month until balance is paid in full, or the highest rate permitted by law plus all collection costs, including reasonable attorney's fees and expenses. Payments may be provided by ACH or credit card.

**CREDIT CARDS:** AMEX, MasterCard and Visa payment accepted. A 3.5% administrative fee will be added to the invoice total for all credit card payments.

**ORDER ACCEPTANCE:** All orders must be submitted via email to [orders@sisergo.com](mailto:orders@sisergo.com) or fax at (603) 434.8456. The Order Confirmation is the final expression of the contract between the Customer and SiS-USA Inc. Signatures on a quote do not qualify as an approved authorized order. All orders must include the following:

- PO issued to:  
SiS Ergo  
55 Wentworth Ave  
Londonderry, NH 03053
- Order date
- PO number including any customer specific identifier such as a SiS Ergo SPA.
- Bill to: complete legal name, address, telephone/fax number/e-mail.
- Ship to: complete legal name, address, contact name, contact phone number.
- Authorized purchasing agent signature.
- Total order including item, description, quantity, list and net price, extended price, any additional service or fees.

**ORDER ACKNOWLEDGMENTS:** Each order is acknowledged within 1-2 business days from receipt of order provided all Order Acceptance information has been completed. Any discrepancy or error must be corrected and sent to SiS within 2 business days. All acknowledged orders are considered final documents with an estimated ship date.

**CUSTOM ORDERS:** All custom orders must accompany a formal SiS quote with drawing if necessary and is subject to additional charges, MOQ, & extended lead times.

### PRODUCT DRAWINGS:

SiS-USA Inc. may provide standard or customized drawings upon request as advice. This service is free of charge and SiS-USA Inc. makes no representations on warranty or accuracy. It is the buyers sole responsibility and liability for use and/or installation of all items purchased. The buyer bears all responsibility for ensuring that the products meet the buyer's needs, expectations, and is suitable for the buyers intended use. SiS-USA Inc. is not responsible for the buyer's inaccurate design or furnishing of incorrect information.

**ORDER CHANGES AND CANCELLATIONS:** Purchase orders may not be changed or canceled, in whole or in part, without prior written consent of SiS-USA Inc. Changes or revisions must be clearly indicated on the new PO and may affect delivery dates. Expenses incurred because of changes will be charged to the customer. In the event of cancellations, the customer will be liable for reasonable cancellation charges established by SiS-USA Inc. Orders for customized products, custom finishes and Customer's Own Material (COM) may not be canceled. All custom orders are final and non-refundable.

**PRODUCT NON-OBSOLESCENCE POLICY:** SiS-USA Inc. reserves the right to make changes in product design, or detail, and to discontinue any product or material without notice. SiS-USA Inc. will make good faith effort to maintain product compatibility within various generations of product platforms to provide our customers with the ability to adapt and change. SiS-USA Inc. commits to provide our customers with products comparable in function and operational characteristics for a term equal to the warranty period.

**RETURNS:** All custom products are non-refundable. The return of (non-custom) products without written authorization by SiS-USA Inc. shall not be accepted. Requests for authorized returns must be submitted to SiS-USA Inc. within 60 days of receipt of order. If SiS-USA Inc. agrees to repurchase the unopened product pursuant to a valid RGA, the customer must return the products freight prepaid to SiS-USA Inc. The returned products shall be subject to a 20% of list restocking charge. All returned products must be unused and in original condition, packaging, and returned within 30 days of issued valid RGA from customer service.

**LOSS, DAMAGE OR DELAY:** SiS-USA Inc. shall not be liable for any loss, damage or delay resulting from forces beyond its reasonable control including fire, flood, strike or other labor difficulty, act of God, embargo, fuel or energy shortage, transportation delay, inability to obtain labor, materials, failure of suppliers to meet their contractual obligations or due to any cause beyond reasonable control. In the event of a performance delay SiS-USA Inc. reserves the right to extend the date of delivery or time of completion by a period of time necessary to overcome the delay in a manner it deems reasonable or cancel any purchase order.

**FREIGHT & SHORTAGE CLAIMS:** Risk of loss passes to the customer upon SiS-USA Inc. delivery of the product to the carrier (F.O.B.). If the carrier damaged the product while in transit, the customer has sole obligation of seeking any recourse against the appropriate carrier. Claims against SiS-USA Inc. for shortages and errors must be made within seven (7) days from the date of delivery.

### EXTERNAL DAMAGE CLAIM PROCEDURE:

1. The customer or customer's agent must note product shortages and damage on delivery receipts at the time of receipt.
2. If the carrier damaged the product while in transit, the customer has sole obligation of rejecting or refusing damaged items.
3. Contact customer service at [orders@sisergo.com](mailto:orders@sisergo.com) within (2) business days and provide them with all supporting documentation and advise them of the filed claim.

### CONCEALED DAMAGE CLAIM PROCEDURE:

1. The customer or customer's agent must contact freight carrier to report damage within (10) business days from receipt of order.
2. Customer must retain original packaging and all associated shipping documentation.
3. Contact SiS customer service at [orders@sisergo.com](mailto:orders@sisergo.com). Provide rep with all documentation supporting your filed claim along with PO#, freight carrier and all packaging materials.

**WARRANTY:** SiS-USA Inc. warrants all table frames to be free of defects in materials and craftsmanship for the life of the product to the original customer. All electric motors, controls, and actuators receive a full five-year warranty, and springs receive a full 10-year warranty, based on normal usage (consisting of a 5 day work week at 8 hours per day) during the warranty period. With prompt written notice, SiS-USA Inc. shall replace, at its option and cost, any products that fail to conform to the warranty with the exception of items listed on the following page.

### THIS WARRANTY DOES NOT APPLY TO:

- Damage caused by a carrier.
- Labor charges.
- Normal wear and tear.
- Defects caused by improper installation.
- COM or other third party materials applied to the products.
- Products subjected to improper use and conditions.
- Damage resulting from misuse, negligence, accident or alteration.

**PLEASE NOTE THAT ANY INVOICE SUBMITTED TO SIS-USA INC. FOR WARRANTY WILL BE INVALID UNLESS REPLACEMENT PARTS HAVE BEEN PREAUTHORIZED IN WRITING BY SIS-USA INC.**

## WARRANTY, LEAD TIMES & FREIGHT COST

### FRAME ONLY, FRAME WITH WORKSURFACE

PRODUCT CATEGORY	WARRANTY	STANDARD FINISH LEAD TIME	FREIGHT COST (% of list price)	
			LIST \$0 - \$10,000	LIST \$10,001 +
S Collection Electric Frame Only	Lifetime warranty on craftsmanship and 5 year warranty on electrical components.	4-6 Weeks	9%	FREE
S Collection Electric Frame & Top		4-6 Weeks		
Fiello		6-8 Weeks		
Ellehaven/Elle Frame Only		6-8 Weeks		
Ellehaven/Elle Frame & Top		6-8 Weeks		
M Series Frame & Top	Lifetime warranty on craftsmanship.	4-6 Weeks	9%	

### ACCESSORIES

PRODUCT CATEGORY	WARRANTY	STANDARD FINISH LEAD TIME	FREIGHT COST	
			WITH SIS FRAME	WITHOUT SIS FRAME
Ivy	Lifetime warranty on craftsmanship and 5 year warranty on electrical components.	6-8 Weeks	7%	\$25 per unit for quantities 1-5. All single release orders over 5 units qualify for free freight.
AURA™	Lifetime warranty on craftsmanship and 5 year warranty on electrical components.	3-4 Weeks	FREE* *When paired with SiS frame above	
Power/USB	5 year warranty on parts.	4-6 Weeks		
Wire Management	Lifetime warranty on craftsmanship.	4-6 Weeks		
Casters	10 year warranty on parts.	4-6 Weeks		
Other	10 year warranty on parts.	4-6 Weeks		

## MANUFACTURING PROCESS & SPECIFICATIONS

**ADA - FOR S COLLECTION PRODUCTS:** Tables with top widths of 48" or greater that have a leg frame with an unobstructed inside width of 30" or more meet ADA accessibility requirements.

**ANSI/HFES, OSHA, NSC, GS & EC - FOR S COLLECTION PRODUCTS:** 8 gauge CRS (Feet), 16 gauge CRS (Uprights), 13 gauge CRS "J" channel (Underframe), CRS (Cold Rolled Steel) tested to DIN 2394/2395.

**BACKER SHEET:** .027" thick phenolic backer.

**BASE - FOR S COLLECTION PRODUCTS:** 8 gauge CRS (Feet), 16 gauge CRS (Uprights), 13 gauge CRS "J" channel (Underframe), CRS (Cold Rolled Steel) tested to DIN 2394/2395.

**CORE:** 1.00" - 1.12" thick, 45 lb density chip core substrate. Contains nominal formaldehyde levels below 0.02 parts per million per Raffael which is below marginal value according to DIN 4554.

**ENVIRONMENTAL REPORT:** It is SIS-USA Inc.'s policy to continuously reduce the environmental impact of products and processes. We seek to achieve this through better use of raw materials and energy and by optimizing our production processes.

**F.O.B.:** Shipping Point, freight prepaid and charged back if applicable.

### IN PRACTICE, SIS-USA INC. ENVIRONMENTAL POLICY INVOLVES:

- Actively protect and maintain the environment in the vicinity of the company.
- Prioritizing environmental considerations when redeveloping products through choice of materials and processes.
- Including our employees in the environmental process to increase motivation to create good workplaces and environmentally friendly products.
- Optimize material usage to reduce waste and environmental impact.
- COM: Customer's Own Materials.

**MEETING STANDARDS:** SiS-USA Inc. workstations and accessories are designed to meet the most stringent worldwide ergonomic criteria. Combined with ergonomic seating and end-user training, occupational related cumulative trauma disorders and work interruptions are decreased and productivity is increased.

**MESH WIRE MANAGER FIRE RATED:** Fire rated to ASTM E84.

**REFLECTION:** Luminance-tested according to DIN 67530 using a reflectometer measurement. Laminate: .05" thick decorative laminate.

**SHIPPING:** KD (Knocked Down)

**STANDARD:** ANSI/AWS A2.4-86

**TOPS:** Particle board core, laminate cover, phenolic backer, pre-drilled & include metal threaded inserts. All tops according to DIN 68765 and ANSI standards.

**WELDS:** Seam MIG Welds

**WORKSURFACE FIRE RATED:** According UL 723 (USA) and Baustoffklasse BI (BRD).



Ask your sales rep about our single frame packaging solution.

## ENVIRONMENTAL

### FRAME

- PVC Free and manufactured in Denmark, a world leader in renewable energy with 57.5% of electricity generated from renewable energy sources. [1]
- Contains no heavy metals or solvents
- Maximum standby power consumption 0.08 W
- End of life recycling and disposal recommendations available upon request

### AURA™

- LBC Compliant
- Salvageable/Reusable in its entirety; Recyclable
- 99% Recycled Polyester Felt — over 50% of which come from recycled water bottles
- 9MM Thickness
- ASTM C 423: NRC [500hz] = .76 NRC [1000hz] = 1.00
- UL tested ASTM E-84: Class A
- Declare

## CERTIFICATIONS

- SX, SE, and SXL tables are ETL listed to UL 962 for Household and Commercial Furnishings. Restrictions apply to panel mount, wall mount, customs, and S-Collection T-leg with surfaces greater than 30" deep.
- S Collection tables with 2 and 3-leg configurations meet or exceed ANSI/BIFMA qualifications.
- Completed Fiellø tables with screens and drawers are ETL listed to UL 962 for Household and Commercial Furnishings.
- Fiellø tables meet or exceed ANSI/BIFMA qualifications.



The image is a composite. On the left side, there is a white rectangular area containing several logos: the ETL Intertek logo, a Recyclable Steel logo, a PVC-free logo (a circle with a slash over the letters PVC), and the UL logo. Below these logos is the word "Declare." in a bold, sans-serif font. Underneath "Declare." is a short paragraph of text. On the right side of the composite is a photograph of a rocky beach. The foreground is filled with a large pile of discarded plastic waste, including water bottles, caps, and other debris. In the background, the ocean is visible, and a large, rounded island or headland rises from the water under a clear blue sky.

**ETL** Intertek **RECYCLABLE STEEL**

**PVC** **UL**

**Declare.**

Each Aura™ screen contains over 50% of recycled water bottles. Just another example of how SiS is turning environmental challenges into workplace solutions with Aura™.

[1] Energinet.dk. "Environmental Report for Danish Electricity and CHP." Environmental Report for Danish Electricity and CHP (2014): 3. pag. www.energinet.dk. Web.