

AdStock

AdStock is the marketing collateral fulfillment function of Steelcase Inc. The quickest way to obtain AdStock materials such as brochures, videos and swatches, is via in2.steelcase.com, click on AdStock. Search for an item, check inventory, place an order, and check shipping status quickly and easily on this web site. For more information call AdStock at 800.784.0358.

Please refer to the Dealer Access area of the Details web site for a full current listing of marketing support materials available through AdStock.

Specials

Whether adapting an existing Details product or developing a totally unique concept, we're here to help. For application information or to specify a product, submit a request on in2 using the Specials RFQ E-Quote process.

Please note: To ensure accurate pricing and timely delivery, a valid quote number is required on every order.

Field Marketing—here for the asking!

Have a question? Need more information? Need the name and number of the Details Market Manager closest to you? Call our fast, friendly support line at 800.833.0411 or email info@details-worktools.com. They'll be happy to answer all of your questions including product specification and application information.

Electronic Data Interchange

Through the Electronic Data Interchange (EDI), Dealers and Details can engage in two-way electronic communication. There's no paperwork, no re-entering of data for product orders and no hassles. The EDI service is established through a third-party network that can be set up quickly and easily. The most commonly used forms are already available on the system. To learn more about EDI, contact Hedberg support at 860.758.9010.

Web Site

The Details web site – www.details-worktools.com – is an information packed one-stop resource for almost anything and everything about Details. You'll find product information, a full library of downloadable brochures, research documents, videos, news articles, contact information, and more. Bookmark the site and rest assured it will help you and your customers have a better day at work.

Mock-Ups

Sometimes showing the customer a sample of the product is all it takes to close the sale. This Dealer program lets you order single units at a nominal cost. If you have a need for this service, contact the Steelcase Solutions Fulfilled Team (SFT) at 888-783-3522. Use the following In2 address to look up Reps by Regional Assignment.
<http://in2.steelcase.com/ordermanagement/content/whotocall/mureps.asp>.

Photo Catalog

Do you want to include photos as part of a presentation or response for a proposal? All available photos can found on in2>AdStock Catalogs>Photos. Once you're on the site simply use the search engine to find what you need. You can then download the images – medium rez or high rez – at no charge.

Terms & Conditions

Availability

Details products are available through any authorized Steelcase/Details Dealer. All Details products ship with all necessary parts. Contact your local Steelcase/Details Dealer for specific terms and conditions regarding ordering procedures, cancellations, freight costs, expedited services, handling charges and the return policy.

Warranty

Details warrants all standard products to be free from defects in design, material and workmanship if given normal use and care for ten (10) years from the date of shipment except as noted below. Details will replace, without charge to the original purchaser, any product or part thereof which fails as a result of such a defect during the warranty period. Details does not warrant matching of color, grain or texture, or any natural variations resulting from hand finishing techniques. This Warranty is the customer's exclusive remedy for product defect and does not apply to:

- Damage caused by a carrier
- User modification (customer's own material/leather) applied to Details products
- Products not installed or used in accordance with Details installation and/or application guidelines
- Height-Adjustable worksurfaces are warranted for ten (10) years
- Airtouch base is warranted for ten (10) years
- Height-Adjustable Urethane edge worksurfaces are warranted for five (5) years
- Height-Adjustable lifting columns and electronics are warranted for five (5) years
- Walkstation: treadmill frame has a lifetime warranty, treadmill parts and wear items are warranted for three (3) years, treadmill service and labor are warranted for one (1) year
- Lighting ballast is warranted for five (5) years
- Flat Panel Monitor Arm gas cylinders are warranted for five (5) years
- Confidante is warranted for five (5) years for emitters and emitter components and to (1) year for all control modules and control module components.
- Specials (Custom) product is warranted for two (2) years
- Executive Office Tools are warranted for two (2) years

EXCEPT AS STATED ABOVE, DETAILS MAKES NO EXPRESSED OR IMPLIED WARRANTIES AS TO ANY PRODUCT AND, IN PARTICULAR MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. DETAILS SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

Order Changes and Cancellations

All orders are subject to acceptance by Seller. An acknowledgment copy of the order will be returned to the Buyer to confirm all order information and final prices. To view the complete Order Change and Cancellation policy, please go to the following In2 site, <http://in2.steelcase.com/ordermanagement/content/changepolicy-comm.asp>. Details reserves the right to disallow requests for changes or cancellations on orders for standard products after ten (10) days from the receipt of the order. Orders requiring special construction or special materials are subject to additional charges and are not subject to cancellation. Details has the right to back-order any items unless purchase order specifically states shipment complete. Changes/Cancellations must be communicated by Dealer to the Steelcase Solutions Fulfilled Team (SFT) at 888-783-3522.

Dealer Return Policy

Authorized Details Dealers may return unused standard product in its original carton up to ninety (90) days after the date of purchase. Special product is not returnable. Before making a return, you MUST call the Steelcase Solutions Fulfilled Team (SFT) at 888-783-3522. Attach the completed RGA Form to the product to be returned. The RGA number, purchase order number, invoice number and the date of purchase must be included in the shipping documentation.

COD shipments and/or shipments without the completed RGA Form will be refused and returned at shipper's expense. Product must be returned in its original carton and in sellable condition. All product is subject to a return goods inspection. Details reserves the right to deny credit due to the condition of the product, including the determination of user damage or abuse, and/or alterations to the original product design. All returned product is subject to a MINIMUM restocking charge of 25% of the net price.

For product received by Dealer or Dealer's customer in damaged or defective condition or to return a product within the terms of Details warranty, call the Steelcase Solutions Fulfilled Team (SFT) at 888-783-3522 to arrange for a call tag, RGA and shipment back to Details. The terms and conditions herein apply only to the continental 48 states. Orders outside the continental United States will be handled on a case-by-case basis.

Standard Product

Products listed in this Details SpecGuide are considered standard products.

Lead-time

Details standard product leadtime is available online at In2.Steelcase.com. If you have any questions about your order, please contact the Steelcase Solutions Fulfilled Team (SFT) at 888-783-3522.

Specials

A custom product is a non-standard Details product. It may be an adaptation of an existing Details product or the development of a totally unique concept.

Lead-time

Lead-times vary from 4 to 10 weeks depending on the complexity of the product's design, specifications and quantities ordered. Lead-times begin at the time a sample is approved (if required) and are exclusive of transit times. Early notification will provide a better opportunity for Details to ensure that we can meet your needs.

Delivery and Freight

A) All shipments within the 48 contiguous United States, except those designated to ports of embarkation, will be shipped FCA factory, freight prepaid and allowed regardless of weight. Details may select the most appropriate mode of shipment from the manufacturing point of its choice. Special shipping methods or handling will be subject to an additional charge.

B) All shipments outside of the 48 contiguous United States to the Zone 1 Caribbean areas designated in the Details Standard Price and Product Manual will be shipped FCA factory, as modified, freight prepaid, and allowed to port of embarkation. All charges beyond the point of embarkation are collect.

C) All shipments to Alaska and Hawaii will be shipped FCA factory; freight prepaid, and allowed to port of embarkation. Details reserves the right to select shipping method and the port of embarkation. All charges beyond the point of embarkation are collect.

D) If Dealer or Dealer's Customer receives a shipment in damaged condition, they shall note the damage on the carrier's freight bill(s) and not reject the shipment. Concealed damage must be reported to the transportation company within 15 days of delivery date. Damages noted on delivery receipt must be filed directly with the delivering carrier within nine (9) months from the date of the bill of lading. If a shipment is delivered on Steelcase trucks, claims for transportation damage must be filed directly with Steelcase.

Title; Risk of Loss

A) Except as provided in Subsection (B) below, title and risk of loss or damage shall pass from Details to Dealer upon delivery to the carrier.

B) Where shipment is by Steelcase truck, title and risk of loss shall pass to the Dealer or Dealer's Customer upon delivery to either of them, or to a designated storage site designated by either of them, or to the Dealer upon delivery to another carrier for delivery. If the product is to be placed in storage by Details, title and risk of loss shall pass immediately to Dealer upon Details placing the product in storage.

C) For international shipments, title and risk of loss or damage shall pass from Details to Dealer upon arrival, but before customs clearance, at the foreign (non-U.S.) (a) port of entry (for ocean shipments), (b) airport (for air shipments), or (c) first point of entry within the foreign jurisdiction for overland shipments.