

ORDERING INFORMATION

All orders should be mailed or faxed to:

Indiana Furniture
P.O. Box 270
1224 Mill Street
Jasper, IN 47547-0270

812-482-9035 Facsimile

ORDER PROCEDURE

All orders must include purchase order number, billing address, ship-to address and phone number, and any special instructions.

When ordering casegoods, give complete quantity, model number, finish and any other options. When ordering seating, give complete quantity, model number, finish, fabric and any other options.

Within each series, an example of "How to Order" is illustrated at the bottom of each page. For further clarification of order procedure, contact Customer Service.

PRICING

All prices shown are suggested retail prices FOB shipping point, freight prepaid and allowed to one continental US destination. Prices, specifications and materials are subject to change without notice. Possession and/or distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Indiana Furniture dealers. Orders will be billed at prices prevailing at time of shipment, unless acknowledged prior to the effective date of the price change, in which case billing will be at the price acknowledged.

AVAILABILITY

Indiana Furniture has a wide variety of both traditional and contemporary casegoods available in the IN STOCK Program. These items, which are shaded and marked "IN STOCK", will ship within 5 days. To complement that program, Indiana Furniture has a 5 Day Seating Program. A wide variety of upholstery and finish combinations is offered in this program and will ship within 5 business days. Allow additional days for transport time. Large quantities of casegoods or seating may be subject to additional lead time.

Other items are produced on a build-to-order basis. Consult Customer Service for specific availability. Orders placed with both IN STOCK and build-to-order items will ship complete, unless otherwise noted on the order.

ACKNOWLEDGEMENT

All orders will be acknowledged promptly, showing how the order was entered, its approximate shipping date and other pertinent information. This acknowledgement is the final agreement between the customer and Indiana Furniture and is the exclusive statement of the terms thereof. Please examine this acknowledgement carefully and advise Indiana Furniture immediately of any discrepancies.

BUYER'S OBLIGATION: RIGHTS OF SELLER

If Indiana Furniture shall at any time doubt Buyer's financial responsibility, Indiana Furniture may decline to make shipments hereunder except upon receipt of cash payment in advance or security or other proof of responsibility satisfactory to Indiana Furniture. If buyer fails in any way to fulfill the terms and conditions set forth herein, Indiana Furniture may defer shipments until such default is corrected. Remedies provided herein shall be in addition to, and not in lieu of other remedies. Buyer agrees to abide by payment terms as listed on invoice. Buyer shall pay all reasonable costs and expenses, including attorney and collection fees, and late fees, incurred by Seller in connection with any amounts due for goods ordered.

CANCELLATIONS AND CHANGES

Due to immediate IN STOCK shipments and immediate production on build to order items, all orders are considered firm and are not subject to cancellation or change without approval from Indiana Furniture. All approved changes are subject to additional charges and revised lead times.

PRODUCT DESIGN AND SPECIFICATION CHANGES

Indiana Furniture reserves the right to make changes in design and construction or discontinue products without prior notice.

REPAIR CHARGES

Indiana Furniture will only pay repair charges if Customer Service gives prior written authorization. No repair charge will be paid without advance approval at which time you will be issued a repair authorization number that will allow you to invoice Indiana Furniture for the completed work.

WAREHOUSE STORAGE CHARGES

If a shipment is held beyond 14 calendar days at your request a .067% per day (2% per month) storage charge will be assessed. The effective date will be 14 calendar days after the acknowledged ship date. Further, the prices applied to the order will be those in effect at the time of shipment.

DAMAGED MERCHANDISE

The consignee is responsible for filing claims with the carrier for damage and shortages. Claims for both obvious and concealed damage must be filed within 15 calendar days, and the damaged merchandise must not have been moved from the original receiving location. All damaged merchandise, including the cartons and packing materials, must be retained for inspection by either the carrier or by an Indiana Furniture Sales Representative. Indiana Furniture reserves the right to select the most cost effective way to repair or replace the damaged item. Once you have notified the carrier, please contact Customer Service for further assistance.

Obvious Damage/Missing Cartons - Do not refuse merchandise damaged in transit. Indiana Furniture recommends the consignee inspect all merchandise upon arrival. If a shipment is received damaged or short, note all information on carrier's copy and your copy of freight bill and delivery receipt. Notify the delivering carrier and file a claim immediately. Pending the results of your claim, either Indiana Furniture or the carrier will cover 100% of the cost to repair or replace the damaged or missing item.

Concealed Damage - If concealed damage is discovered, notify the delivering carrier at once and request an inspection. This must be done within **15 calendar days of delivery**. If the carrier will not perform the inspection, you should prepare an affidavit that you contacted them, noting the time and date, and that they failed to comply with your request. This, along with the other papers in your possession, will support the claim. Pending the results of your claim, the cost to repair or replace the item will be covered 1/3 by the carrier and 2/3 by Indiana Furniture for shipments less than a full truckload and 100% by Indiana Furniture for shipments of full truckloads.

RETURN MERCHANDISE

Merchandise will not be accepted for return without an RGA (Return Goods Authorization) issued by Indiana Furniture. We will consider issuing RGA's for the following reasons:

1. Manufacturing defect (inspected by Indiana Furniture representative)
2. Indiana Furniture order processing error
3. Shipping error
4. Mis-marked cartons
5. Duplicated shipments

If you have any questions as to whether your reason for return qualifies for consideration, please contact your Customer Service Representative. Merchandise must be returned within 60 days of the RGA issued date, or within 60 days upon receipt of replacement product to receive credit. Returns due to mis-marked cartons must also be returned in the original cartoning, with shipping labels intact, to receive credit.

All merchandise being returned must be properly packed and protected to ensure no further damage is incurred during transportation back to an Indiana Furniture facility. Upon receipt, all returned merchandise will be thoroughly inspected and the results compared to the reason for return stated on the RGA. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

DELIVERY AND FREIGHT CHARGES

All shipments are F.O.B. Point of Origin, Jasper, IN, freight prepaid and allowed. Ownership and responsibility of the merchandise becomes that of the buyer upon delivery to the freight company. Shipments into Alaska, Hawaii, Canada, Mexico, Puerto Rico and other exports are freight prepaid and allowed to port of exit.

Indiana Furniture reserves the right to select the most appropriate carrier and routing on all shipments. Indiana Furniture will attempt to accommodate requests for favored carriers.

Inside delivery and installation services are not included in the pricing shown. Any order requiring non-dock or residential, inside delivery must specify such on the order. Should either of these services be requested or required, all charges incurred will be charged to the "Sold To" of the order.

Orders of less than 750 pounds will be assessed a handling charge of \$75.00 Net Per Order. (This will be waived for items shipped via a small package carrier.)

BIFMA AND ANSI TESTING

Indiana Furniture is a member of the Business and Institutional Furniture Manufacturer's Association (BIFMA). Tests developed by the Business and Institutional Furniture Manufacturer's Association (BIFMA) and approved by the American National Standards Institute (ANSI) determine the strength and durability of casegoods and seating in its everyday use. Although this testing does not serve as a warranty or guarantee, Indiana Furniture products within this price list generally meet or exceed applicable BIFMA and ANSI standards.