



## TERMS & CONDITIONS

**COMMON CARRIER SHIPMENT:** ALL PRODUCTS ARE SOLD FROM OUR CHANDLER, AZ LOCATION. WE WILL ARRANGE FREIGHT IF THE BUYER DOES NOT HAVE A DISCOUNT SCHEDULE WITH A PREFERRED FREIGHT COMPANY. WE WILL PREPAY THE FREIGHT AND BILL THE BUYER ACCORDING TO OUR STANDARD FREIGHT POLICY (**SEE RSI FREIGHT POLICY ON PAGE-2**).

**EXCLUSIVE SHIPPING PROCEDURES:** THE ARRIVAL TIME FOR ANY SHIPMENT SENT VIA EXCLUSIVE CARRIER WILL BE GUARANTEED TO WITHIN A ONE-HOUR WINDOW OF THE REQUESTED TIME. NEITHER RSI NOR THE CARRIER WILL BE HELD RESPONSIBLE FOR TRUCKS THAT ARE DELAYED DUE TO ACTS OF PUBLIC AUTHORITY, MECHANICAL DIFFICULTIES, ILLNESS OR INCAPACITATION, WEATHER RELATED DELAYS, TRAFFIC ACCIDENT OR ROAD CONDITIONS CAUSING EXTRAORDINARY TRAFFIC DELAYS. EXCLUSIVE TRUCKS MUST BE UNLOADED WITHIN TWO HOURS OF ARRIVAL OR FREIGHT WAITING CHARGES MAY BE ASSESSED.

**INSPECTION:** (A) BUYER IS RESPONSIBLE TO HAVE QUALIFIED PERSONNEL AVAILABLE TO RECEIVE AND INSPECT THE GOODS. (B) ANY DAMAGE IN TRANSIT MUST BE NOTED ON THE BILL OF LADING TO ENABLE FILING AND COLLECTION OF CLAIM FROM THE CARRIER. FAILURE TO NOTE SHIPPING DAMAGE WILL RESULT IN THE DENIAL OF COMPENSATION BY THE CARRIER AND WILL BE THE RESPONSIBILITY OF THE BUYER TO PAY FOR REPLACEMENT GOODS. IT IS THE BUYER'S RESPONSIBILITY TO FILE ANY AND ALL DAMAGE/SHORTAGE CLAIMS WITH THE FREIGHT CARRIER; HOWEVER RSI WILL BE HAPPY TO ASSIST THE BUYER IN THIS PROCESS. (C) SHORTAGES MUST BE REPORTED TO RSI WITHIN 48 HOURS OF RECEIPT OF SHIPMENT OR THE BUYER WILL BE RESPONSIBLE FOR PAYMENT FOR REPLACEMENT GOODS.

**ORDER CHANGES AND CANCELLATIONS:** ANY CHANGES/CANCELLATIONS PRIOR TO FINAL PRODUCTION OF ORDER MUST BE SUBMITTED FOR APPROVAL. IF APPROVED, BUYER WILL BE HELD RESPONSIBLE FOR ALL LABOR AND MATERIAL COSTS INCURRED PRIOR TO THE CHANGE AND/OR CANCELLATION. CHANGES OR CANCELLATIONS AFTER FINAL PRODUCTION OF THE ORDER BUT PRIOR TO SHIPMENT FALL UNDER THE "RETURNS" SECTION BELOW. THERE IS NO FINANCIAL PENALTY FOR ADDITIONS TO ORDERS; HOWEVER, ANY CHANGE MAY CAUSE THE ORDER TO BE RESCHEDULED AND MAY EFFECT LEAD TIME.

**TERMS:** NEW BUYERS WILL BE REQUIRED TO ACCOMPANY ORDERS WITH A 50% DEPOSIT. IN ADDITION, ALL ORDERS IN EXCESS OF \$10,000 WILL REQUIRE A 50% DEPOSIT AND ORDERS FROM EXISTING BUYERS WHICH CAUSE THAT BUYER TO EXCEED THEIR CREDIT LIMIT WILL REQUIRE A DEPOSIT EQUAL TO THE AMOUNT BY WHICH THE NEW ORDER CAUSES THE BUYER'S BALANCE TO EXCEED THEIR CREDIT LIMIT. NO MATERIAL WILL BE ORDERED OR WORK PERFORMED ON AN ORDER UNTIL A WRITTEN PURCHASE ORDER AND THE REQUIRED DEPOSIT HAVE BEEN RECEIVED. THE INVOICE AMOUNT LESS ANY DEPOSIT IS DUE 30 DAYS FROM DATE OF INVOICE UNLESS OTHERWISE SPECIFIED. SALES WILL BE INVOICED UPON COMPLETION OF PRODUCTION. DELIVERY DELAYS REQUESTED BY THE BUYER WILL NOT ALTER THE 30-DAY PAYMENT TERMS.

**PRICING:** PRICES QUOTED WILL BE VALID FOR 30 DAYS FROM THE DATE OF QUOTATION.

**FINANCING:** FINANCE CHARGES WILL BE ASSESSED ON ALL ACCOUNT BALANCES OVER THIRTY (30) DAYS PAST THE DATE OF INVOICE AT A RATE OF 1-1/2% PER MONTH (18% PER ANNUM). RSI RESERVES THE RIGHT TO PROCEED WITH LEGAL ACTION OR TURN THE ACCOUNT OVER TO AN AGENCY FOR COLLECTION ON ANY ACCOUNT BALANCE PAST 60 DAYS FROM THE DATE OF INVOICE. WE WILL GIVE THE BUYER NOTICE PRIOR TO THIS ACTION SO THE BUYER MAY AVOID PAYING ANY LEGAL, COLLECTION OR HANDLING COSTS INCURRED IN RECOVERING THE MERCHANDISE OR COLLECTION OF THE DEBT (BUYER AGREES TO PAY ALL THESE COLLECTION COSTS INCLUDING REASONABLE ATTORNEY FEES).

**RETURNS:** ALL PRODUCTS ARE CUSTOM MANUFACTURED FOR THE BUYER. THE COMPANY MAINTAINS NO FINISHED GOODS INVENTORY. RETURN SHIPMENTS ARE NOT ACCEPTED UNLESS SPECIFICALLY AUTHORIZED BY THE COMPANY ON A RETURNED GOODS AUTHORIZATION FORM. IF THE COMPANY APPROVES A PRODUCT RETURN AND BUYER RETURNS THE GOODS AT ITS EXPENSE, BUYER WILL RECEIVE A CREDIT RANGING FROM 10% - 40% OF THE ORIGINAL SALE AMOUNT DEPENDENT UPON THE ITEMS RETURNED. MERCHANDISE MUST BE RECEIVED IN NEW CONDITION. NO CREDIT WILL BE ISSUED FOR DAMAGED PRODUCTS. ALL RETURNS MUST BE MADE WITHIN 30 DAYS AFTER RETURN AUTHORIZATION IS ISSUED.

**ECHO SYSTEMS WARRANTY:** ECHO SYSTEMS IS WARRANTIED FOR MATERIAL AND WORKMANSHIP FOR LIFETIME TO ORIGINAL PURCHASE FOR ANY DEFECTS IN WORKMANSHIP AND/OR MATERIALS. THE PRODUCT MUST NOT EXCEED THE SUPPORT AND LOAD LIMITS GUIDELINES AS OUTLINED BELOW. UL ELECTRICAL GUIDELINES FOR APPLICATION OF POWERED PANELS MUST BE STRICTLY ADHERED TO. WE RESERVE THE RIGHT TO INSPECT THE INSTALLATION AND PERFORM ANY OR ALL LABOR WARRANTY WORK. PRODUCT MISUSE, ABUSE, OR FAILURE TO ADHERE TO THE GUIDELINES OUTLINED WILL VOID ALL WARRANTIES IMPLIED OR EXPRESSED.

**OTHER PRODUCT WARRANTY:** ALL OTHER MANUFACTURERS' WILL BE WARRANTIED BASED ON THE MANUFACTURERS WARRANTIES.

### NOTE:

**FURNITURE PERFORMANCE:** PROPER USE AND LOADING OF THE FURNITURE IS REQUIRED FOR MAXIMUM PERFORMANCE AND LIFESPAN. ALL STORAGE ITEMS HAVE LOAD WEIGHT CAPACITIES. LOAD CAPACITIES AND PROPER LOADING TECHNIQUES ARE PROVIDED BELOW. STANDING OR SITTING ON WORKSURFACES WILL GENERALLY EXCEED LOAD CAPACITY. DAMAGE CAUSED AS A RESULT OF SITTING OR STANDING ON THE FURNITURE WILL NOT BE COVERED UNDER WARRANTY.

**ELECTRICAL:** THE ELECTRICAL SYSTEM IS AN 8-WIRE 3-CIRCUIT SYSTEM. PROVIDED THAT THE BUILDING ELECTRICAL DISTRIBUTING 3 SEPARATE CIRCUITS TO EACH JUNCTION INTO THE PANEL SYSTEM, THE TOTAL AMPERAGE AVAILABLE PER JUNCTION WILL BE 60 AMPS (20 AMPS PER CIRCUIT). THE NATIONAL ELECTRICAL CODE (NEC) REQUIRES THAT CIRCUIT CAPACITY BE REDUCED BY 20%. THEREFORE, TREAT CIRCUITS USED FOR CONTINUOUS LOADS AS IF THEY WERE RATED AT 16 AMPS FOR ECHO SYSTEMS PRODUCT. THE MAXIMUM NUMBER OF DUPLEX RECEPTACLES PER CIRCUIT IS NOT TO EXCEED EIGHT. BALANCED AMPERAGE LOADING (INDIVIDUAL CIRCUITS MUST HAVE POWER DRAW WITHIN 15% OF THE DRAW OF THE OTHER TWO CIRCUITS) IS ESSENTIAL. APPLIANCES, SUCH AS LARGE COPIERS, COFFEE MACHINES, SPACE HEATERS, MICROWAVES, AND SOME PRINTERS REQUIRE MOST OF THE CURRENT AVAILABLE ON A 20 AMP CIRCUIT. THIS LEAVES THE CAPACITY OF THE FURNITURE CIRCUITS AVAILABLE FOR MORE DYNAMIC REQUIREMENTS OF THE OFFICE EQUIPMENT AND ELIMINATES THE POTENTIAL FOR CIRCUIT OVERLOAD AND POWER SHUT DOWN. SPECIFICATIONS FOR HARDWIRING JUNCTIONS WILL BE PROVIDED TO THE BUYER OR ELECTRICIAN UPON REQUEST. ANY ELECTRICAL CONNECTIONS NOT WITHIN THE SPECIFICATIONS CAN AFFECT THE PERFORMANCE OF THE ELECTRICAL SYSTEMS AND POSSIBLY VOID THE WARRANTY.

### COMPONENT LOAD LIMITS:

ALL LOAD CAPACITIES ARE BASED ON PANEL MOUNTED COMPONENTS. THE USE OF WALL TRACKING CAN AFFECT THE LOAD CAPACITIES IF PROPER BACKING IS NOT SUPPLIED BEHIND DRYWALL. ALL WORKSURFACES HAVE A LOAD CAPACITY OF 200 LBS.

### REGULAR AND DEEP STORAGE SHELVES HAVE THE FOLLOWING LOAD CAPACITY:

24", 30" AND 36" WIDE SHELVES 100LBS  
42" AND 48" WIDE SHELVES 150LBS  
60" WIDE SHELVES 175LBS