

TERMS + CONDITIONS

These terms and conditions supersede all previous versions. Prices and product specifications are subject to change without notice.

EXCLUSIVE STATEMENT OF TERMS An acknowledgment shall operate as an acceptance of a Customer's order on the condition that the transaction described on the acknowledgment is subject to all terms and conditions contained in the acknowledgment, and that no other terms and/or conditions shall be applicable (including any standard, printed terms in any purchase document used by Customer), unless specifically agreed to in a separately signed document executed by the Company's authorized personnel in Holland, Michigan.

ORDERS All orders must be submitted in writing to orders@wordencompany.com or delivered by mail or other carrier to Worden Company 199 E 17th Street Holland MI 49423.

PRICES All prices shown include our standard packing and packaging arrangements. Specially requested or required packing and/or packaging will entail an additional charge. Freight is prepaid and included in the price of all products, assuming minimum order requirements are met.

SHIPMENT AND CLAIMS Unless otherwise shown on the acknowledgement, goods shall be shipped F.O.B. the Company's factory with routing selected by the Company. Extra costs incurred by the Company as a result of special shipping instructions requested by the Customer will be charged to the Customer. Risk of loss shall pass to Customer when goods are placed in the hands of a common carrier, and Customer shall be responsible for examination of the goods upon receipt and processing of any claims with the carrier. Claims as a result of damage or shortages must be made by Customer against the carrier. Claims against the Company for apparent shortages in shipment must be filed in writing with the Company within three (3) working days of receipt of the goods at job site or storage, otherwise such claims shall be deemed to have been waived. Claims for defects and errors must be filed in writing within ten (10) working days of receipt of the goods at job site or storage, otherwise, such claims shall be deemed to have been waived.

SHIPPING SCHEDULES Any shipping date shown on the acknowledgement represents the Company's best estimate of the approximate shipping date as of the date of this acknowledgment. However, the Company shall not incur any liability of any kind whatsoever for failure to ship on any particular date unless the Company has expressly agreed to an unconditional firm shipping date in separately signed writing by the Company's authorized personnel in Holland, Michigan.

PAYMENT TERMS Payment in full is due thirty (30) days from the date of invoice, and the Company reserves the right to modify, in whole or in part, its credit arrangements if, at any time prior to shipment the Company judges Customer's financial conditions to be inadequate to support existing credit arrangements.

TAXES All applicable sales, use, excise gross receipts and other similar taxes (excluding only taxes on the net income of the Company) are the responsibility of the Customer. At the Company's option,

such taxes will be charged to the customer. If Customer claims an exemption from such taxes, an exemption certificate must be furnished to the Company.

CHANGES AND CANCELLATIONS After the date of the acknowledgement, Customer may not change or cancel the order in whole, or in part, without the Company's written approval. Changes approved by the Company shall be priced at the Company's prevailing prices at the time of the change, and the Company may charge the Customer for added manufacturing costs resulting from any change. The Company may condition its approval of any cancellation on reimbursement from the Customer for costs and expenses incurred in connection with the order prior to its approval of the cancellation. If Customer requests a delay in shipment after the goods have become work in process, the Customer is responsible for obtaining storage for the finished goods.

RETURNS The return of products without a written authorization from Worden shall not be accepted. To receive authorization for Product return, please call Customer Service. All Products that are returned based on a valid authorization may be subject to a restocking charge. Products not currently offered for sale by Seller (including COM) shall not be authorized for return. All returned Products must be unused, in original condition and in the original packaging. No credit will be given for damaged products. Products manufactured with COM (Customer's Own Material) fabrics are non-returnable.

DAMAGE EXCLUSION Under no circumstances shall the Company be liable for any lost profits or any other incidental or consequential damages of any kind for any reason whatsoever with respect to this transaction or the goods which are the subject of this transaction.

EXCUSE In no event shall the Company be liable for any loss or damage resulting from any delay or failure in shipment or other failure to perform with respect to the goods shown on the face hereof, where such delay, failure or loss or damage is the proximate result of any act of any governmental authority, revolution, riot, civil disorder or disturbance, act of enemies, delay or default in transportation, disputes with or among labor unions, inability to obtain materials or facilities from normal sources, fire, flood, act of God, or any other cause not within the control of the Company, whether of the class of causes enumerated or otherwise. Without limiting the generality of the foregoing, the Company may, without causing a breach or incurring liability, allocate goods which are in short supply, irrespective of the reasons therefore, among Customers in any manner which the Company, in its sole discretion, deems advisable.

PATENTS Certain Worden designs and mechanical features may be protected under patents, either obtained or pending.

GOVERNING LAW The transaction, with respect to the goods which are the subject of this acknowledgment, shall be governed by and interpreted and construed in accordance with the laws of the State of Michigan and any disputes shall be adjudicated in Michigan courts.

LIMITED WARRANTY

Worden wood casegood and shelving products sold are warranted for ten (10) years from the date of initial delivery of the products to the installation and/or from the date of completion of installation if installation is accomplished according to the Company's installation procedures. Worden warrants its seating products for a period of two (2) years (exclusive of upholstery materials) after delivery and installation.

Worden warrants the products sold to be free from material defects in material and workmanship.

During the Warranty Period, Worden's sole obligation and the Customer's sole remedies pursuant to this Warranty are limited to repair or replacement, at Worden's option, of any product, part, or component covered by this Warranty and sold after the effective date of this warranty which fails under normal use and service as a result of a material defect in material or workmanship.

Worden does not warranty products that are exposed to extreme environmental conditions, repeated significant changes in humidity and/or temperature, or that have been subject to improper storage.

Warranties on purchased hardware and finished components, including but not limited to hinges, pulls, handles, legs, and steel frames, are limited to the hardware and component manufacturer's warranty, and this Warranty does not apply to such components.

Any misuse, abuse, modification, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling, abnormal physical stress, abnormal environmental condition, or use contrary to any instructions issued by Worden voids the Warranty and this Warranty does not apply.

We warrant butcher block worksurfaces against manufacturing defects for one year. This warranty does not apply to damage resulting from normal wear and tear, excessive heat or humidity, chemical spills, or applications for which the product is not intended.

Notwithstanding the foregoing, Worden does not warrant and this Warranty does not apply to:

- natural variations in wood grain or figure or the presence of character marks
- changes in surface finishes, including colorfastness, due to aging or exposure to light
- failure resulting from normal wear and tear
- the matching of colors, grains, or textures of natural materials
- surface damage from sharp objects, writing instruments, or prolonged exposure to sunlight
- individuals purchasing Worden's products for personal, family, or household use
- Products upholstered with COM (Customer's Own Material) fabrics

WORDEN SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Purchaser shall indemnify and hold harmless Worden and its officers, directors, shareholders, employees, agents, and affiliates (the "Indemnified Parties"), from any loss, damage, claim, liability or expense that the Indemnified Parties may suffer arising from Purchaser's design, specifications or material provided by Purchaser.

Worden's liability with respect to its products shall not exceed that expressly set forth herein, irrespective of the theory upon which any claim might be based, including breach of warranty, breach of contract, negligence or strict liability, and no person or entity is authorized to assume any liability on behalf of the Company in connection with the sale or installation of the Company's products except as set forth herein.

THE WARRANTIES SET FORTH HEREIN ARE THE SOLE WARRANTIES MADE BY WORDEN IN REGARD TO ITS PRODUCTS. WORDEN HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY, WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE. PURCHASER ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY REPRESENTATION OR WARRANTY MADE BY WORDEN, OR ANY OTHER PERSON ON WORDEN'S BEHALF, EXCEPT AS SPECIFICALLY PROVIDED HEREIN.

FREIGHT POLICY (Effective 2.1.2022)

All freight is FOB Origin (Holland). FOB Origin refers to the legal fact that the buyer assumes title of the goods the moment the freight carrier picks up and signs the bill of lading at the origin or pick-up location. With Worden, this is not an indication of freight charge responsibility. Unless indicated, product quoted by Worden includes freight charges.

Claims for dedicated TL freight damage and or shortages require notification to your Worden Customer Service representative within 72 hours of delivery with notated BOL and packing list. TL or "Truckload" refers to freight that Worden controls from origin to destination.

Claims for LTL freight damage must be processed through the LTL carrier at time of delivery. A Worden representative will assist you as needed. Claims for shortages on LTL shipments require notification within 72 hours of delivery with notated BOL and packing list. LTL, or "Less Than Truckload" refers to freight that Worden does not control after point of origin. Freight damage becomes the responsibility of the carrier.

For any freight claim, document all pertinent information and provide reference photos or video.

Worden Transportation will determine best shipping method.

Customer request for dedicated truck load will be charged at a minimum of \$ 3.25 per mile or at the zone freight percentage, whichever is greater.

Worden will ship the method of your choice and will add cost differential to invoice.

Unload time of 2 hours included in freight charge.

Unload time in excess of 2 hours will be charged at \$100.00 per hour.

Deliveries on Friday after 12:00 pm will be assessed \$500.00 layover fee.

Saturday and Sunday deliveries will be assessed a \$500.00 layover fee.

Holiday deliveries will be assessed a \$750.00 layover fee.

Team deliveries will be quoted and added to invoice.

Storage fees will be assessed 7 calendar days after scheduled ship date at \$5.50 per sq. ft. per month, non-pro-rated, plus \$250 load/unload and handling fee.

Maximum allowable back charges when delivery arrives late and no other work is available for installation crew is 4 installers, up to eight hours each, at regional hourly rates.

Back charges must be approved and require notification to your Worden Customer Service representative within 72 hours, accompanied by a signed, dated and time stamped BOL and an itemized invoice detailing number of resources, hours detained and regional rates.

GENERAL INFORMATION

MINIMUM FREIGHT CHARGES (Effective 2.1.2022)

If an order falls below the minimum for 'delivered pricing', freight cost is calculated by subtracting the 'delivered pricing allowance' from the net order amount, and then adding the minimum freight charge.

	Zone Delivered Pricing Allowance	Zone Minimum Freight Charge
Illinois Indiana Michigan Ohio Wisconsin	11.5%	\$425
Iowa Kentucky Minnesota Missouri Pennsylvania West Virginia	12.5%	\$425
Arkansas Delaware Dist. Of Columbia Maryland Tennessee Virginia	14.5%	\$505
Alabama Connecticut Georgia Kansas Mississippi Nebraska New Hampshire New Jersey North Carolina Oklahoma South Carolina Rhode Island Vermont	15.5%	\$570

	Zone Delivered Pricing Allowance	Zone Minimum Freight Charge
Louisiana Maine Massachusetts North Dakota South Dakota	16.5%	\$615
Arizona California Colorado Florida Idaho Montana Nevada New Mexico Oregon Texas Utah Washington	17.5%	\$715
Wyoming	19.5%	\$715
Alaska Hawaii New York New York Long Island Puerto Rico Canada	NA	Request Freight Quote

CUSTOMER’S OWN MATERIAL (COM)

All COM fabrics must be pre-approved.

Yardage for manufacturing must be shipped prepaid, and tagged with your name and PO number, customer name, and Worden order number to:

Worden Company
462 Lincoln Avenue
Holland MI 49423

Application Instructions – include specific instructions for stripe, plaid, pattern, or large-scale repeats; these will serve as our manufacturing specification. If not provided, we will cut, seam, and apply the fabric using our best judgement,

COM yardage requirements, shown in Worden product Price Guides, are based on non-directional 54” wide fabric. Use of stripe or pattern fabrics will increase COM yardage requirements:

Repeat	Increase Yardage By
1” – 5”	10%
6” – 10”	15%
11” – 15”	20%
16” – 20”	25%
21” – 30 ”	30%
31” – 40”	40%
41” – 50”	50%

We cannot assume responsibility for the durability or performance of any COM. Worden products manufactured with COM fabrics are non-returnable.

STANDARD MODIFICATION UPCHARGES, APPLIED PER LINE ITEM

SHELVING (List Price)

- Modify shelving width/height
\$270 + list price of next larger size standard shelving unit (versus modified dimensions)
- Modify back panel width and/or height
\$108 + list price of next larger size standard panel
- Delete Pin-Fast shelf
Deduct list price of appropriate shelf

DESKS + TABLES (List Price)

- Add set of (4) casters to wood table with wood legs
\$288
- Modify height of carrel or workstation panels
\$270 + list price of next larger size standard carrel (versus modified dimensions)
- Modify MWS end or intermediate panels height/width
\$162 + list price of next larger size standard panel (versus modified dimensions)
- Modify MWS module or front module work surface height/width
\$270 + list price of next larger size standard panel (versus modified dimensions)

SURFACE MATERIALS

STANDARD LAMINATES

Worden products are available in a broad selection of standard laminates and PVC edgebands at the list prices shown in published price guides.

Edgeband matches are based on industry standards.

Non-standard laminates and edgebands are available at additional cost.

Details on the full laminate offering, pre-matched PVC edgebands, and matches to Worden standard wood finishes are in *Worden Surface Materials Reference + Selector* (download from www.wordencompany.com/resources/).

FINISH SERVICES

List Price

- Custom Wood Finish; Color matching, approval sample, 16oz. touch-up \$500
- Standard Wood Finish Touch Up, single-part finish, 16 oz. \$45
- Standard Wood Finish Touch Up, two-part finish, (2) 16 oz. \$90

SURFACE MATERIALS DETAILED REFERENCES

For current, detailed information on Worden surface materials and fabrics, please refer to the sources noted below

Wood Species and Finishes]	Worden Surface Materials Reference + Selector
Painted Wood and Hardboard		
Metal Finishes		
Laminates		
PVC Edgebands		
Graded-In Fabrics]	Worden Textiles Reference + Selector
Estey Steel Shelf Finishes]	Worden Customer Service