

At Sparkeology, we've developed a way to wow our customers, and everyday is another chance to save the day. No request is too big or too small. Going above and beyond is in our DNA, and you can count on us to give you a happy ending. Please let us know how we can help.

Phone: 877.318.7661

Fax: 888.334.7107

Email: customerservice@sparkeology.com

Pricing: All prices listed in the Price List are LIST prices. Prices are subject to change without notice. The most current pricing information can be found on www.sparkeology.com. If you require pricing assistance, please send an equipment list including part numbers and quantities to Customer Service.

Terms: Payment terms are net 30 days from the invoice date. All products ship FOB Factory, unless otherwise stated. A delinquency charge of 1-1/2% per month will be applied for late payment. Unless otherwise stated, all products will be shipped blanket wrapped. Cartoning and/or crating are available at an additional cost.

Sales and Use Taxes: Each customer is responsible for collecting and remitting any and all applicable sales and use taxes. A tax exemption certificate must be provided to Sparkeology if the customer claims exemption to the taxes.

New Accounts: New accounts require the approval of a Sparkeology representative, credit references, bank references, and a valid tax-exempt or resale certificate (where applicable). Until credit is established, customers may be required to submit a deposit for the purchase.

Freight: The freight rate must be applied to the net price of all orders. To determine the freight percentage, please reference the Freight Classification page. The most current freight rates can be found at www.sparkeology.com. A \$125.00 minimum or the applicable freight rate (whichever is higher) will be applied to the net amount of the invoice. Please contact Customer Service for a freight quote on any large orders.

COM Fabric Requirements: Any fabric provided by the customer must be approved by Sparkeology for upholsterability. Please contact Customer Service for approval. In some cases, a sample may be required for review. If a sample is required, the Customer should submit a fabric swatch that is no smaller than 10" x 10". Fabric approval is required prior to order processing. COM fabric samples should be sent to the following address:

Sparkeology

Attn: Customer Service

902 East 4th St.

Ludington, MI 49431

Please include project name and quote number

Approved COM fabrics must be shipped prepaid and tagged with the customer purchase order number, project name, and quote number if available. COM fabric should be shipped to the following address:

Sparkeology

902 East 4th St.

Ludington, MI 49431

Standard Wood Finish: Sparkeology offers a variety of standard finish options on both Ash and Maple. Finished pieces may vary in tone and character. Due to the natural variations in veneer, no guarantee can be made of an exact match.

Custom Wood Finish: A custom wood finish may be generated in lieu of a standard Sparkeology finish option. A \$500.00 net up charge per custom wood finish will be applied to the order total. Custom wood finish samples must be provided with the purchase order. Please note: orders specifying custom wood finishes will not be scheduled into production until finish approval is received.

Order Procedure: Sparkeology is not liable for orders that cannot be accurately fulfilled due to incomplete or inaccurate information provided by the Customer or the Customer's authorized agent. Orders will not be scheduled until all required information is received.

Order Entry: To expedite order entry and ensure proper service, please submit all complete orders in writing. A complete order consists of the following information:

- Billing party information - legal name, address, and phone number
- Ship to information – legal name and address
- Purchase order number from billing party
- Contact information of individual to contact with any questions regarding the order - name and phone number
- Contact information of individual to contact with any shipping questions - name and phone number
- Product total in quantity and net dollars
- Model number and full item description, include Sparkeology quote if applicable
- All applicable finish and color information: veneer finish (if CWF, control sample), metal finish, laminate selection, edge band color selection, fabric selection

Orders can be submitted to customerservice@sparkeology.com or faxed to 888.334.7107.

Orders can be mailed to:
Sparkeology
Attn: Customer Service
902 East 4th St.
Ludington, MI 49431

Order Acknowledgment: Sparkeology sends acknowledgments on all orders. Upon receipt of the order acknowledgment, please check it for accuracy. In the event of any differences between Sparkeology's acknowledgment and the Customer's purchase order, Sparkeology's acknowledgment will supersede. Please reference the order acknowledgment number in all correspondence related to a specific order.

Changes or Cancellation of Orders: Acknowledged orders cannot be changed or cancelled without written permission from Sparkeology. Approved changes or cancellations are subject to price and schedule adjustments and/or cancellation charges as appropriate.

Returned Product: Sparkeology will not accept returned goods. Please call Customer Service if you have questions.

Shipment: Unless otherwise arranged, all products shall be shipped FOB the factory with routing selected by Sparkeology. The Customer is responsible for extra costs incurred by Sparkeology as a result of special shipping requests.

Shipping Schedules: The ship date provided on the acknowledgment represents the best estimate of ship date. Customer Service will confirm date and time of delivery upon request.

Shipment and Damage Claims: All products delivered to the common carriers are in good condition and Sparkeology's liability ceases at that time. However, we will provide any possible assistance if shipments are received short or damaged if the approved receiving method is followed. Upon receipt of delivery, it is the Customer's responsibility to carefully inspect all products prior to acceptance. Any damage must be noted on the bill of lading. Notification of any concealed damage must be reported to the carrier within (15) days of delivery receipt as the carrier liability ceases after (15) days. The damaged freight must be kept with the original packaging.

Shortage and Defect Claims: Any shortage claim must be reported within (24) hours of shipment receipt. Any defects or errors must be claimed within (5) working days after delivery. The failure to report the claim indicates full acceptance of product.

Repair and Replacement: Any labor charges for correcting a manufacturing problem must be submitted and approved before correction is undertaken, if the product is under warranty. Charges will not be paid if the estimate was not submitted and approved prior to labor being completed.

Storage: All orders ship and invoice upon completion of production. If a Customer is unable to accept shipment of an order, Sparkeology may transfer the product into storage. All associated storage and freight as well as the risk of loss or damage during storage are the Customer's responsibility. Standard invoice terms apply to orders placed in storage.

Product Enhancements: In our continuous improvement efforts, Sparkeology reserves the right to implement minor changes to products without notice.