

DEALER PROGRAM

PRICES AND DISCOUNTS

Discounts: Discounts apply to list prices in effect at the time of order and to all orders specified with standard Compatico finishes, sizes, and fabrics. Special finishes and sizes may necessitate an upcharge. Customer Service will advise prior to order acceptance. Although we do everything possible to keep our prices low and to maintain the list prices, sudden and unanticipated increases in the cost of materials may necessitate a change in list prices without notice.

Price Quotes: COMPATICO believes in "Customer First Service" and will readily assist you in quoting Compatico system products. COMPATICO Regional Sales Representatives are available for assistance as needed and will work with dealer associates to specify, quote, and order COMPATICO product. COMPATICO'S in-house project management team will also assist dealer associates in quoting, placing orders and verifying completeness. Contact the COMPATICO Manager at 800-336-1772 for more information.

GIZA LAYOUT AND PRICING ASSISTANCE: Provided at no charge based upon dealer's drawings. Submit all layouts to the Compatico Market Manager for review. Response time will not exceed 72 hours and will depend upon the complexity of workstations. Compatico's symbol library is available on GIZA and CAP through 20/20technologies. Contact the Compatico Market Manager for details. Compatico does not offer "Space Planning". If raw space workstation planning, layout, or adjacency study is required, the dealer and/or specifier must provide the service.

We request that you provide us the following information so that we can accurately furnish you the proper product, colors, and dimensions. The information you provide will enable us to provide you pricing in a timely manner:

1. System product you want quoted (Compatico AO1, AO2, AOPolyPanel, CMW, Genesis, or F/S Free-standing)
2. Provide drawings ("to scale" if possible). Clearly mark all heights and widths of panels; widths and depths of worksurfaces and types of other components.
3. Show all powered panel locations. Show duplex locations. Indicate base or ceiling power and where they enter the panels.
4. Specify hard surface, fabric, tackable, or acoustic panels. Clearly mark all full, half and partial glaze panels and door panels. Indicate clear, frost, or smoke glazing and glazing strip color.
5. Accessories, such as pencil drawers, tackboards, keyboards, and tasklights must be clearly marked. Size must be indicated if required.
6. Non-standard fabrics, paint finishes and laminates must be clearly indicated. Compatico will quote only standard fabric, finishes and laminate unless otherwise instructed. Fabric yardage assumes directional application (minimum 66" usable width).
7. Clearly indicate all overhead shelf units as high or low, regular depth or EDP depth. Indicate depth of closed storage units (regular or EDP).
8. Style and type of pedestals must be marked (Style A, B, etc...BF, FF, or BBF). Laterals must show width and height and file centers must show drawer configuration.

Bid Pricing: Compatico will provide bid pricing or special discounts when requested. Competitive circumstances may dictate special consideration.

Pricing and Discount Information: Contact your local Compatico Sales Representative or the Compatico Market Manager at 800-336-1772 for pricing assistance or questions. They will be happy to work with you in providing "Customer First Service".

SPECIAL ORDERS AND ORDER CHANGES

COM Fabrics: All COM fabrics must be submitted to Compatico for approval prior to order acceptance. Please send minimum 6 x 6 memo samples of COM fabric to the Customer Service Department; allow for

added lead time.

Non-Standard Paint Finishes: Samples of non-standard paint finishes must be submitted to the Customer Service Department. Customer Service Department must receive the specified paint sample prior to order processing... matching the desired paint sample may take several weeks and will then be sent back to the dealer for approval. Lead-times may be extended and a price premium may be applicable.

Key Alike Option: All storage items (pedestals, laterals, wardrobe storage, etc.) can be keyed alike for the same project upon request at a cost of \$5.00 net per lock. Master Keys are available at a cost of \$10.00 net per key. Please notify Customer Service Department at the time of order.

Change Orders: Change orders will be accepted at no charge up to 5 working days into the order production cycle. Change orders requested after 5 working days may be accepted and will be subject to additional charges and extended lead-times. No change orders will be accepted once fabrication and upholstery has begun.

Order Confirmation: Order confirmation will be faxed or emailed to all dealers after processing. Dealer is responsible to promptly review the confirmation for accuracy and completeness. Dealer will then fax or email confirmation back to the Customer Service Department, with signed approval for processing.

Order Cancellations: Compatico reserves the right to accept or deny all order cancellations, and will assess a restocking fee if applicable. Orders cancelled after 5 working days into the production cycle will be assessed a 25% cancellation fee.

Special Custom Product: Compatico will try to accommodate special or custom sizes per customer request. Special or custom size product will normally increase the lead-time. Compatico must quote pricing for all special or custom products prior to order acceptance. Special or custom size products cannot be cancelled once the order is processed. Contact your Compatico Sales Representative or the Compatico Customer Service department at 800-336-1772 for all special/custom product situations.

CONTACT INFORMATION FOR ASSISTANCE OR QUESTIONS

Customer Service800.336.1772

Fax616.950.1040

Web Sitewww.compatico.com

MARKETING MATERIAL

Brochures: Compatico will furnish the dealer color brochures of each product line and sufficient quantities of Price List Catalogs for its sales and purchasing departments.

Compatico Dealer Information Binders: Compatico will furnish the dealer with a Dealer Information Binder for its library. That binder will include:

- 1) Brochures on each product line
- 2) Information about Compatico, Inc.
- 3) Dealer Programs
- 4) Brief Installation instructions
- 5) Price List Catalog
- 6) Paint finish samples
- 7) Fabric card (s) based on limited availability
- 8) Information also available at www.compatico.com

SHOWROOM DISPLAY SAMPLES

The purpose of the Compatico Office System Display Program is to provide wider awareness of the quality of Compatico office furniture systems. It gives dealers an affordable way to put the system(s) in front of their customers so they can see and feel the product and then make a comparison to higher priced products. The process for obtaining a Compatico office furniture system for a display is simple and affordable:

1. Contact your Compatico Sales Representative or call the Compatico home office at 800-336-1772.
2. Choose any Compatico office furniture system(s) with any add-ons offered by Compatico in any desired configuration.
3. A dealer may obtain up to one workstation in each of the above- mentioned systems under the Compa-

tico Office Systems Display Program.

4. The workstation(s) will cost 75% off of list price; freight costs will be shared.
5. Each workstation may have a total net cost of up to \$1,500 per workstation.
6. Dealers may obtain workstations for displays costing over \$1,500 net by paying their normal discount for any amount above \$1,500.
7. Terms for purchase will be payment in 90 days with approved credit. Dealers who purchase \$40,000 or more (net price) of Compatico systems within 180 days of the purchase of the display will have the full purchase price of the Compatico Office System Display credited to their account (up to \$1,500). For dealers who have more than one system on display, each additional \$40,000 of purchases within the 180 day time period will provide an additional credit per system

Please refer to the Price List Catalogs and product brochures for specific warranty detail information, terms, credit, transit damage, redelivery of freight, and UL listing information.