



# Ordering Information

State of Arkansas – End User

**PRICING:** Refer to the V32 “State of Arkansas” price list from ESI.

**ORDERING:** Forward the State of Arkansas contract Purchase Order (PO) by email to [orders@esiergo.com](mailto:orders@esiergo.com).

**SHIPPING:** 48 Hour Ship Program

ESI offers 48-hour shipping on the majority of products. 48-hour ship products are shipped out of Phoenix, Arizona, within two business days of receiving the Purchase Order, depending on quantity ordered and available inventory. Orders that include products with longer lead times including special orders, custom products, or worksurface orders, are designated as “LT” (Lead Time) and therefore not included in the 48-hour ship program. Large orders may also require additional lead time. Products designated as “LT” (Lead Time) could take up to 90 days ARO for delivery. Call for on-hand availability. Please note:

1. For the order to qualify for 48-hour shipping, all products on the Purchase Order must be available under the 48-hour ship program.
2. Purchase Orders that include LT designated products will be shipped based on the lead time of the LT designated products unless otherwise requested.
3. 48-hour orders will be shipped out within two business days unless otherwise specified on the Purchase Order.

## Freight Terms

ESI ships orders by way of standard ground carrier service dock-to-dock within the contiguous 48 states. Special requests such as “call before delivery”, “delivery lift gate required”, residential delivery, re-routed deliveries, or specific delivery date/time requests may be subject to additional charges or may not be available. Contact our Customer Service Department for expedited delivery requests or deliveries outside of the contiguous 48 states.

Customers will be charged additional fees for changes made to orders that have already departed the facility, resulting in re-delivery or re-consignment.

ESI accepts requests for expedited freight at the customer’s expense. Please contact our Customer Service Department at 800.833.3746 and provide your preferred carrier account number in which to charge the expedited freight.

Worksurfaces may be drop shipped from a separate location and may arrive on a date different than the other items on the order.

Orders of \$250 list or more, ship free freight. A \$25 flat shipping fee will be incurred for orders under \$250 list.

## STATE DISCOUNT OFF PRICING:

TOTAL LIST	DISCOUNT TO STATE
\$1–\$25,000	48%
\$25,001–\$50,000	50.65%
\$50,001–\$75,000	53.25%
\$75,000+	Negotiable

**CONTRACT:** #SP-13-0230R

**CONTRACT PERIOD:** 1/1/2020–12/31/2020

**GEOGRAPHIC COVERAGE:** State of Arkansas

**POINT OF PRODUCTION:** Mesa, Arizona 85215

**PRICES:** As included in the State of Arkansas contract price list

**PAYMENT TERMS:** Net 30

**CREDIT CARDS ACCEPTED:** Visa, Mastercard or American Express

**TIME OF DELIVERY:** Most orders are shipped within 48 hours of received PO

**FOB POINT:** Destination

**CANCELLATION/RETURNS:** In the event the State no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, relocation of offices, or lack of appropriated funding, the State may cancel the contract or purchase order by giving the contractor written notice of such cancellation thirty (30) days prior to the date of cancellation. Orders cancelled prior to shipment or acceptance by ordering entity from the manufacturer will not be assessed charges. Users of this contract are advised that orders (all or part) cancelled or returned after acceptance of requested merchandise will be subject to a restocking fee of up to 25% of the invoice amount (not to exceed \$500.00 per order) plus return freight charges.

**CONTRACTOR/PAYMENT ADDRESS:** ESI  
PO Box 21239  
Mesa, AZ 85277-1239

