



# Ordering Information

State of South Carolina – End User

**PRICING:** ESI's product list and South Carolina state contract discount pricing is found on the Volume 29 South Carolina state contract price list effective January 1, 2017. Tier pricing is based on the total list price for the order within the tier. Products included in ESI's V29 catalog, but not on the price list can be purchased as "Open Market" items. The term "Open Market" must be included next to the model number or within the product description. "Open Market" items may be purchased using standard South Carolina state contract discounting terms.

**ORDERING:** Forward the South Carolina state contract purchase order by email to [orders@esiergo.com](mailto:orders@esiergo.com). South Carolina state contract customers can choose to be billed directly by the manufacturer. Please have the South Carolina state contract entity issue the Purchase Order (PO) to ESI, C/O (Dealer of Record) which will ensure proper credit of the order to the dealer. If the PO is issued to the Dealer, ESI will need a copy of the first page of the PO and page(s) which include the ESI products being ordered. ESI can also accept credit cards for purchases. Contact our Customer Service department for assistance.

**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 PO, 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 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 PO must be available under the 48 hour ship program.
2. POs 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 in two business days unless otherwise specified on the PO

## 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 Customer service 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 customer service at 800.833.3746 and provide your preferred carrier account number in which to charge the expedited freight.

Worksurfaces are not sold separately and must be purchased with a table base. Worksurfaces may be drop-shipped from a separate location and may arrive on a date different than the other items on the order.

*Packages should be inspected upon receipt* and any shortages must be conveyed within five (5) business days of delivery. We are not responsible for damages or shortages occurring after delivery. Additional shipping charges will apply for expedited shipping, inside delivery or lift gate services. We are happy to drop ship to any customer within the 48 contiguous United States at no extra charge.

## DISCOUNTING:

### WORK GEAR:

TOTAL LIST	DISCOUNT
\$1–\$1,700,000	50%

### TABLES:

TOTAL LIST	DISCOUNT
\$1–\$1,250,000	50%

**CONTRACT:** #4400007496

**GEOGRAPHIC COVERAGE:** State of South Carolina

**CONTRACT PERIOD:** 12/05/12–03/04/18

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

**PRICES:** As included in the V29 South Carolina state contract price list

**PAYMENT TERMS:** Net 30

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

**TIME OF DELIVERY:** 48 hours as noted in the South Carolina state contract price list. All other products up to 90 days ARO. Call customer service for express requests.

**FOB POINT:** Destination

**WARRANTY PROVISION:** Most of ESI products are covered under a 15 year warranty. View the terms and conditions for complete details.

**RETURNED GOODS:** Restocking charge up to 30% of the order

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