



# Ordering Information

State of North Carolina – End User

**PRICING:** Fellowes, DBA ESI Ergonomic Solutions product list and North Carolina discount pricing is found on the V32 North Carolina End User Price list. Discounting is based on list price order totals with tiered pricing options which are included on the price list.

**ORDERING:** Forward the North Carolina state contract Purchase Order (PO) by email to [orders@esiergo.com](mailto:orders@esiergo.com). North Carolina state contract customers can choose to be billed directly by the Manufacturer. Please have the North Carolina state contract entity issue the PO to Fellowes, DBA ESI Ergonomic Solutions, 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 Theresa Cacace in the Government 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 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:** 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.

## Handling & Special Services:

Cutting Fee - A fee of \$40 List will be assessed per unit for all custom cutting requests.

## DISCOUNTING

TOTAL LIST	DISCOUNT TO STATE
\$1-\$1,315,789	48%

**CONTRACT #** #402A-Furniture

**VENDOR #** 374430

**CONTRACT PERIOD:** 07/12/2019 - 06/30/2022

**GEOGRAPHIC COVERAGE:** State of North Carolina

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

**PAYMENT TERMS:** Net 30

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

**TIME OF DELIVERY:** 48 hours as noted in the North Carolina State Contract price list. All other products up to 80 days ARO. Call Customer Service for express requests.

**FOB POINT:** Destination

**WARRANTY PROVISIONS:** Electric table components, motors, crank mechanisms, counter balance mechanisms – warranted for 7 years; Laminated worksurfaces – warranted for 5 years; Lift and Climb series – warranted for 3 years; Palm rests and mouse pads – warranted for 2 years; Pencil drawers, Fluorescent ballasts, LED transformers – warranted for 1 year.

**CANCELLATION/RETURNS:** Restocking charge up to 30% of the order

**CONTRACTOR/PAYMENT ADDRESS** Fellowes, Inc DBA ESI Ergonomic Solutions  
PO Box 21239  
Mesa, AZ 85277-1239