# Ordering Information

## State of Pennsylvania – End User

**PRICING:**

ESI's product list and Pennsylvania discount pricing is found on the Volume 29 Pennsylvania price list.

Products included in ESI's V29 Catalog, but not on the price list can be purchased as "Open Market" items using the Pennsylvania discounting. The term "Open Market" must be included next to the part number or within the product description.

**ORDERING:**

Forward the Pennsylvania state contract purchase order by email to orders@esiergo.com. Pennsylvania state contract customers can choose to be billed directly by the manufacturer. Please have the Pennsylvania 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. PO 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.

Orders for table bases under $400 net will be charged a $125 freight fee. For orders including worksurfaces, there will be an additional $150 freight fee.

*Orders under $100 net will incur a $19.99 flat shipping fee.*

*Cutting fee* - A fee of $40 list will be assessed per unit for all custom cutting requests.

*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:**

| DISCOUNT |
|---|
| 47% |

**ADJUSTABLE TABLES AND WORKSURFACES:**

| DISCOUNT |
|---|
| 47% |

**CONTRACT:** #4400018435

**GEOGRAPHIC COVERAGE:** State of Pennsylvania

**CONTRACT PERIOD:** 5/1/17–4/30/19

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

**PRICES:** As included in the Pennsylvania 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 Pennsylvania state contract price list. All other products up to 90 days ARO. Call customer service for express requests.

**FOB POINT:** Destination

**WARRANTY PROVISION:**

All ESI products are covered under a 15 year warranty, except the products listed below:

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.

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

**CONTRACTOR/PAYMENT ADDRESS:**

ESI
PO Box 21239
Mesa, AZ 85277-1239



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