Terms of Sale

All prices listed are delivered pricing to the 48 contiguous states. Orders shipped to Hawaii, Alaska, and Puerto Rico ship to the port of embarkation. Product specifications and pricing is based on the information at time of publication. Symphony reserves the right to make changes at any time without notice regarding product specifications and pricing. Terms are Net 30 from the date of shipment (net 10, 1% discount). Prices are subject to change annually for changes in accordance with state contract regulations. All customer/nonstandard products are subject to a fifty percent (50%) advance deposit. There will be a service charge of 1 1/2% per month on all invoices past due. Symphony reserves the right to use its own or commercial carriers for the “best way” to ship, at its sole discretion.

Quality Standards
Symphony Furniture products meet or exceed applicable ANSI/BIFMA durability and safety standards when properly installed with appropriate size base.

Warranty
All Symphony products are guaranteed against defect for a period of ten (10) years. Electrical items and height adjustment mechanisms are guaranteed against defect for a period of five (5) years. Symphony will replace or repair (at our discretion) without cost to our customers any item found to be defective as a result of defective material or workmanship. This excludes any item which has been abused or subjected to any use other than that which was originally intended for our product. Any repairs by our customer must receive specific written authorization from Symphony before work is initiated. This warranty is given to the initial purchaser and is valid for as long as the product is owned by the initial purchaser. The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of the products during the warranty period. If a product is defective, and if written notice of the defect is given to Symphony within the warranty period, Symphony at its discretion will either repair or replace the defective product with a comparable component or product, or provide a refund of the purchase price. In no event shall liability under this warranty exceed the original purchase price. Warranty on plastic laminates is not covered by Symphony but is covered by laminate manufacturers under their specific warranty only. There are no other warranties expressed or implied. This warranty does not apply to damage caused by a carrier, alterations to the product not expressly authorized by Symphony. Symphony does not warrant the matching of color, grain, or texture except to within commercially acceptable standards. A product will not be considered defective, and Symphony will not be obligated to replace it, if that product is subject to any of Symphony’s written planning, installation or user guides, and is not installed or used as recommended.
Please note that all Losa tables and conference/media tables should not be moved as a complete unit after the product has been assembled. If it is moved, then this could result in the tables being "racked" which could also disrupt the top plate and/ or cam lock routing and predrilled holes. This type of damage is not covered under warranty. In order to move a table, you must unassembled the table completely and re-assemble it in the new location.

Minimum order/Freight Charge
Zone 1 orders less than $5,000 list (U.S.) - $200 net
Zone 2 orders less than $5,000 list (U.S.) - $260 net

Sales Policy
Possession of this price list does not constitute authority to purchase and/or sell products contained herein.
All orders are subject to acceptance by Symphony Furniture.
New Accounts
New accounts can only be established with:
Approval of Symphony sales representative
Valid purchase order
State Resale/Exemption Certificate or order will be charged the appropriate sales tax
Application & credit references
Payment in full (initial orders under $4,000 list) or 50% deposit in advance

terms and conditions

Taxes
Symphony requires a state Resale/Exemption Certificate on file in our main office. Sales made without a certificate will be charged the appropriate sales tax as required by law.

Freight Terms
Freight charges will be prepaid on all shipments unless special arrangements have been made. Normal delivery is dock to dock. Special requests, such as inside delivery, lift gate service; residential delivery, etc. are subject to additional charges. All accessorial charges not requested on purchase order will be the responsibility of the consignee. Symphony reserves the right to select the “best way” shipment method and means. Delivery date and times are at the discretion of the carrier within reasonable transit time unless special arrangements have been made between the customer and Symphony.

Acknowledgements
Every order is acknowledged. Orders will be manufactured and invoiced based upon the information on the acknowledgment. If there is any discrepancy, please notify Symphony immediately. Orders are accepted by Symphony per terms on the acknowledgment. All acknowledgements contain an estimated shipping date. Your order may actually ship earlier than the expected shipping date, depending on the backlog at the time. If you do not want the merchandise earlier than the specified date, please write “Do not ship for arrival before_____” on your purchase order.

Revised Orders
Orders requiring changes to the product or additional options will not incur additional costs unless orders have been processed. Orders revised after being manufactured are subject to additional charges.

Changes or Cancellations
Orders entered and acknowledged cannot be changed or cancelled without Symphony’s consent. The customer is responsible for all costs incurred, and a minimum cancellation or change charge of 25% will be invoiced if an order is cancelled or changed within 15 working days of shipment. Orders for nonstandard products are not cancelable.

Shipments on Hold
Any shipment placed on hold by customer’s request or due to balance owed, will be manufactured per the originally scheduled ship date. Storage charges will begin to accrue 7 days from that date. Any order held by our factory over 30 days will be billed and must be promptly paid even though shipment is held at factory at customer’s request.

Special or Additional Freight Charges
Symphony Furniture reserves the right to charge the following when incurring additional freight costs. Destination changes after product has shipped - $50.00 plus $2.00/mile after the first 10 miles. Wait time for delivery of greater then two hours - $130.00/hour. Trailer drop/switch delivery - $200.00/trailer. Deliveries Friday (after 3:00pm) through Sunday or Holidays - $600.00/day. Third party to pick up freight at the terminal - $200.00.

Redelivery of Freight
When redelivery of merchandise is required because customer is not ready to accept merchandise, and no notification of this fact is given to the factory at least two weeks prior to the scheduled ship date, the actual costs for freight, restocking and re-handling, plus 5% at the order value, will be billed to the customer.

Receipt of Order
1. Carefully inspect all incoming items
2. If an item is damaged, please note the damage on the delivery receipt.
3. Immediately contact the carrier to request an inspection and their freight claim form.
4. File the freight claim form with the carrier within five days of receipt.
5. If any item is missing or is not correct, please contact Symphony immediately.

Any concealed damages or shortage not reported with 5 business days from delivery shall be the sole responsibility of the customer.

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Shipment Damage Claims
Legal title of merchandise passes to the buyer upon acceptance of the carrier. All merchandise is packed to comply with carrier requirements. Shipments should be carefully inspected by the consignee before acceptance and the delivery carrier should be requested to record any damage or shortage. If further damage is found after delivery, immediate inspection by the delivering carrier should be requested. Notification of concealed damages must be made to the delivering carrier within 5 days after delivery of merchandise. Carrier liability ceases after this period. Damaged freight must be kept at the point of delivery in the original packing for inspection by the carrier. Please be advised that if the carrier obtains a clear receipt for shipment, they are no longer responsible for damage or shortages. Please note that electronically signing the carrier's tablet at the time of delivery means that you are accepting the delivery and no damages are being notated. If you see anything that indicates a shipment has been tampered with or shows signs of damage, then ask the driver to report it to the freight company and take pictures.

Shipment Shortage Claims
Shortage claims reported after 10 days beyond shipment date will not be honored.

Unopened Shipment Damage Claims
Neither Symphony nor the carrier is responsible for concealed damage claims if shipments are left unopened. Notification of concealed damages must be made to the delivering carrier within 5 days after delivery of merchandise. Refusal to accept an order from the carrier does not relieve you of the responsibility for payment, and may incur additional charges.

Lost Shipments
Symphony issues a bill of lading to consignee on the date of shipment. If shipment is not received within 20 days of shipment date, notify us. Symphony and the carrier do not assume obligation for lost or damaged shipment claims after 6 months of shipping date.

Title to Merchandise
Title to merchandise shall pass to the buyer upon delivery by Symphony to the carrier. For purposes of risk or loss, all shipments are F.O.B. factory. Buyer acknowledges that once Symphony delivers the goods to the carrier, title to the goods and risk of loss will pass to the buyer. If the goods are damaged by the carrier while in transit, the buyer has the sole obligation of seeking recourse from the carrier.

Returns
Symphony will not permit return of materials without written consent if materials shipped are as acknowledged. Return shipments when accepted are subject to a re-handling/restocking charge, in accordance with the state contract after the merchandise is received and inspected. All freight or express charges must be prepaid on return shipments; otherwise, they will not be accepted. Damaged materials and all items specially built to order cannot be returned under any conditions.

Repair and Replacement
Any labor charges for correcting a manufacturing problem must be submitted and approved before correction is undertaken, if the units are under warranty. Labor charges will not be paid if the estimate was not submitted and approved prior to labor being completed.

Contact Information
Symphony Furniture, 1720 Mars Hill Road, Suite 8-287, Acworth, GA 30101, GA 30318-1732
Phone: 866.507.7795
Fax: 888.683.0007
www.Symphonytables.com

table care and maintenance

Table Care and Maintenance

Laminate Surfaces, Vinyl & PVC edges
High-pressure laminate is durable and requires minimal maintenance. To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Rinse with clean, clear water. Wipe the entire surface, moving with the pattern and follow with a clean, dry, soft cloth. When a wood edge exists, follow "Wood Edge and Veneer" instructions.

Difficult "stains" such as coffee or tea can be removed using a mild household cleaner/detergent and a soft bristle brush, repeating as necessary. If stain persists, use a paste of baking soda & water and apply with a soft bristled brush. Light scrubbing for 10-20 strokes should remove most stains (excessive scrubbing or exerting too much force may damage the surface, especially gloss finish surfaces). Any remaining stains may require the use of undiluted household bleach or nail polish remover. Apply to stain and let stand no longer than two minutes. Rinse thoroughly with warm water & wipe dry. Step may be repeated. However, prolonged exposure of bleach to surface will cause discoloration.

Abrasive pads, scouring powders or cleansers may permanently dull & scratch the surface making the laminate susceptible to staining. Harsh chemicals such as oven, toilet or drain cleaners will etch & discolor laminates. If spills of these products occur, remove immediately, rinse thoroughly, and wipe dry.

High pressure laminates have high heat resistance, however exposure to temperatures greater than 135 degrees C (275 degrees F) is not recommended. Prolonged exposure to temperatures above 65 degrees C (150 degrees F) may result in separation of the laminate from the substrate. Protect the surface from heat generating appliances by using a trivet or insulating pad.

Do not use sharp objects directly on the laminate surface. A counter saver or chopping block is recommended.

HP laminate have excellent impact resistance. However, heavy objects dropped on the surface may chip or crack the laminate.

Powder Coated Metal
Clean with a mild soap solution and rinse with clean clear water. Wipe the entire surface and follow with a clean, dry cloth to buff dry.

Chromed Metal
Clean with a wet cloth or window cleaner. For scuff marks or heavy soiling, apply a non-abrasive automotive chrome polish as directed.

Mechanical Parts
Clean any lint or debris from the moving parts of the tilt or folding mechanisms. Do not apply any lubricant.