
Prices

Any quotations provided by an authorized InnerSpace, LLC, associate shall remain in effect for ninety (90) days from the origination date listed on the quotation unless otherwise noted by a listed expiration date. All quotations are subject to credit approval prior to acceptance by InnerSpace.

Payment

Orders are invoiced at the time of shipment. Payment terms are net 30 days. A finance charge of one (1%) percent per month or twelve (12%) percent per year will apply to all obligations not paid according to the terms and conditions herein. In the event the account is turned over to an attorney or other agency for collection, buyer shall pay all reasonable collection fees, attorney fees, and court cost incurred by the seller. Third-party purchase orders must be accompanied with 50% prepayment of the order value. The remaining order balance plus freight charges are due net 30 days after the shipment date.

Accepted forms of payment include paper check, ACH, and credit card (Visa and Mastercard only). When paying with a credit card, a processing fee of 4% will be assessed on the dollar total of the invoice.

Lead Time

Standard products are available 30 days from receipt of order. Custom or stainless steel orders are typically available 45 days following the receipt of an order.

Freight and Handling

Quoted prices do not include applicable freight and handling charges. InnerSpace will pre-pay and add freight charges.

Online Freight

InnerSpace ships online orders within the continental United States only. Freight rates are calculated and billed at the time of checkout.

Damaged Shipments

It is the buyer's responsibility to examine products upon delivery. Any visible damage must be noted on the carrier's Bill of Lading. If there is visible damage to the product upon arrival, the buyer is instructed to refuse delivery of the damaged product. Failure by the purchaser to make any claim against the company within seven (7) days of receipt of the product shall constitute acceptance of the products and a waiver of product damages or shortages.

Hold Orders

An estimated ship date is provided on the order confirmation. If an order is released into production and placed on HOLD by the buyer for a later ship date, then a minimum daily storage fee of \$100 will be incurred.

Returns

Returns must be made within 30 days from the date of original shipment. All returned goods must be in new, salable condition and have an authorization number assigned by Customer Service. Evolve casework, custom orders, and Quick Wall, Quick Rack, and Quick Wire open storage products are nonreturnable. Original and return freight charges are the responsibility of the buyer. A 50% restocking fee will be charged on all returned merchandise.

Cancellations

Order change and cancellation requests will be handled on a case-by-case basis. A change or cancellation fee may be incurred up to the full order value. This fee is determined by the percentage of the order complete at the time of cancellation.

Warranty

Evolve, Roam, Rover, and Tempo Products

InnerSpace, LLC, warrants to the original buyer that standard Evolve, Roam, Rover, and Tempo products will be free from defects in material and workmanship for five (5) years from the date of receipt. Excludes electronic components.

Also excluded are Roam mobile and stationary sneezeguard units, which are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from date of receipt.

Custom Products

Custom products are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from date of receipt.

Quick Open Storage

Quick Rack, Quick Wall, and Quick Wire products are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from date of receipt.

Electronic Components

Electronic components and subassemblies are warranted to the original buyer to be free from defects in material and workmanship for a period of one (1) year from the date of receipt.

This warranty applies only to the original buyer; all subsequent purchasers acquire the product "as is" without any benefit of this warranty. Warranty includes replacement of product only and may not include actual labor costs to replace and/or repair product.

Excluded from this warranty:

- Acts of nature
- Freight damage
- Improper installation
- Lack of proper maintenance
- Failure caused by abuse or misuse
- Consequential damages or incidental damages incurred by the buyer
- Unauthorized modifications or alterations
- Wear under normal usage
- Exposure to extreme heat or moisture

Should defects in material or workmanship be shown to exist in any standard product, InnerSpace will, at its option, repair or replace any such defective product covered by our warranty without charge.

To receive benefits under terms of InnerSpace's warranty, the buyer must:

- Contact a Customer Service representative at 1-888-435-2256
- Provide a description and pictures of the damage, if possible
- Provide the original purchase order number or InnerSpace's order number