



# Quick Ship Program Statement

For VIA, Inc. ("Via Seating")

Version: 2.0

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This Quick Ship Program Statement is provided to you by VIA, Inc. (hereafter referred to as "Via Seating", "we", "us", "our").

The majority of Via Seating products use in-stock textiles. A certain amount of these products are able to be built within a 48 hour period (2 business days). This is identified as a "48 Hour Manufacturing Schedule". These production capability schedules are outlined below per chair series, model & complex options. These schedules do not include the business day to process a completed order, the business day to pack the order & transit time once the order has shipped out.

As we understand not all products are needed on quick ship, your ship or delivery date must be clearly included on your PO.

## 48-Hour Manufacturing Schedules

**20/48** – 20 chairs produced in 48 hours.

4u mesh back, 4u groove back, Eclipse, Genie®, Genie Flex®, Rise, Riva, Run II, Spec Stools, Splash, Sutro, Terra, Vista II & Zee.

**15/48** – 15 chairs produced in 48 hours.

4u upholstered back, Brisbane, Brisbane HD, Ballistic Brisbane & Terra.

**10/48** – 10 chairs produced in 48 hours.

Carmel, Dyce, Linate, Onda, Oslo, Proform®, Vero, upholstered seats 5US, 6US, 7US, 8US & 9US, upholstered seats & backs 6USB & 8USB, upholstered backshells 20UPH, 22UBF & 22UBL.

**5/48** – 5 chairs/benches/ottomans/tables produced in 48 hours.

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Chico, Edge, Luna, Satellite, Carmel with executive diamond stitch & Proform® with executive diamond stitch, Vista II bariatric chairs.

**2/48** – 2 chairs/tables/modular pieces produced in 48 hours.

Astro, Comet, Meteor, Muir, Nebula, Orbit, Saturn & all upholstered arms.

### Important Details

- Orders received after noon pacific time start the next business day.
- Quick ship excludes weekends, holidays & scheduled factory closures.
- Quick Ship does not include delays from mills in supplying textiles.
- Quick Ship does not include shipment time once the product ships out.

### What's Not Included?

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The following are not considered producible within a 48-Hour Manufacturing Schedule. Conditions where any of the following can be produced on a 48-Hour Manufacturing Schedule are noted with detail in this list.

### Not able to be produced on a 48-Hour Manufacturing Schedule:

- All outdoor products imported from Italy.
- Custom product builds not included in our public offering.
- Discontinued products that are no longer listed as part of our public offering.
- Untested customer's own material (COM) & customer's own leather (COL).
- Untested textiles that have been graded in, but are not confirmed for use on the specific public listed product combination. Once approved for the product build & the textile(s) is(/are) in stock, the product can move to being produced within a 48-Hour Manufacturing Schedule.
- New product releases that are on our public list, but have not yet been moved onto our quick ship program. The extended lead time range for these products & date in which they will move onto being able to be produced on a 48-Hour Manufacturing Schedule, will be identified on the series webpage & within the price book.

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- Any textile that is not in stock & checked in. Once the approved textile is received & checked into production, the 48-Hour Manufacturing time can begin for that project.
- Embroidered, screen printed or otherwise custom marked by an outside vendor. Product that requires custom modification with an external vendor is not included within the product's 48-Hour Manufacturing Schedule.
- Any product option identified as not being within our quick ship program (ie. "available on an extended lead time"), identified on our Spec It tool and within our public price list & specification guide.

### Changes to This Statement

We may revise and update this policy from time to time at our sole discretion. All changes are effective immediately when we post them. If changes are material to this policy, we will make every effort to notify you before these amendments enter into force. Your continued use of the Via Seating Services means you accept and agree to any modifications to this statement.

### Contact Us

For any questions, please contact us at <https://viaseating.com/contact-us/>.

