pricing, terms & conditions

PRICING

- Prices listed in this book are LIST prices including standard freight. Merchandise is sold FOB ORIGIN, with ownership transferring to the purchaser at the time of shipment, within the 48 contiguous United States.
- Prices are subject to change without notice, prior to order confirmation. List prices are subject to trade discount for qualified purchasers.
- Every effort is made to ensure that the Price List and all support documentation are up to date at the time of printing.

CREDIT

- Credit should be established in advance of placing an order with Via Seating to allow time for credit verification.
- A credit limit will be determined upon acceptance of satisfactory references.
- If an open account has not been established by the time of shipping, first time orders with approved credit must be accompanied by a 50% deposit with balance due 30 days upon shipment.
- New customers must contact Via Seating, or a Via Seating representative for a credit application.

TERMS

- Existing customers with approved credit; Terms are Net 30 Days.
- Early payment discount of 1.5% when received Net 10 days, with check or ACH. No discount when paid with a credit card.
- Credit card payments accepted with 2.5% surcharge (for non-GSA orders). Surcharge waived if paid Net 10.
- Past due accounts are subject to a monthly service charge of 1.5% (18% APR).
- All orders placed without approved credit must be pre-paid in full prior to production.
- First time orders with approved credit must be accompanied by a 50% deposit with balance due 30 days upon shipment.

SHIPPING & FREIGHT

The best method of shipping is determined by Via Seating. All packaging is included.

STANDARD SHIPPING: Most Via Seating chairs ships 95% assembled (NO TOOLS REQUIRED).

FULLY ASSEMBLED: 100% assembled in a box. See series pages for details and pricing (task, conference & executive chairs only).

BLANKET WRAPPED: minimum order of 150, call chairs (call 1-800-433-6614 for more information).

Freight is included anywhere within the contiguous US, with the following exceptions:

- Additional Freight costs will apply to multi-use seating orders when less than box quantities are ordered for multi-pack boxes.
- See freight costs for outdoor furniture.
- Zone restrictions apply to: Alaska, Hawaii, Puerto Rico, Guam, Canada and Mexico.
- Charges are non-negotiable for any shipping costs outside of Via Seating typical shipping. Additional charges apply to orders requiring: liftgate, inside delivery, address changes, storage or holding costs and any conditions outside of those for standard shipping.
- Short shipments must be noted on the bill of lading and a copy of this must be sent to Via Seating within 5 days of delivery.
- Residential deliveries include a separate delivery fee.

FREIGHT TERMS

- The dealer is responsible for any/all storage or holding costs, re-delivery charges, detention fees and change of address after shipment.
- Detention fees will be billed direct to consignee by carrier. If consignee or dealer requires change in billing, they can contact carrier directly.
- Expedited freight (overnight, 2 day or 3 day), Lift Gate and inside deliveries are available at an additional charge.
- Limited Access Charges apply to all limited access facilities including Schools, Military, Construction, Churches etc.
- Call your Via Seating Client Accounts Specialist for a quote. Please allow 24 hours for all quotes.

CHANGES/CANCELLATIONS

- Change requests may result in a change fee.
- Changed or canceled non-stock fabric or leather orders will result in restocking charges.
- Cancelled orders already in production will result in restocking charges.
- Contact Client Accounts at 1-800-433-6614 for more information.

RESELLERS & PRODUCT DISPLAY

- Prior permissions from Via Seating in writing & signed are required to display or sell Via Seating product through any form of print or digital media including websites, in person and through any method of sale.

FREIGHT CLAIMS

- All Via Seating products are carefully inspected and securely packed prior to leaving our facility.
- It is the consignees or customers responsibility to verify the product is received free of visible damage In noting any/all damage on freight carrier's delivery receipt (BOL) at time of delivery. Consignee accepts full responsibility for all visible damage if it is not noted on BOL.
- All damage claims (visible or concealed) must be photographed and submitted to Via Seating within five (5) days of receiving merchandise. Claims submitted outside of this window are subject to rejection.
- Claims must include a Returns Material Authorization (RMA) form.
- Returns are not accepted without prior consent from Via Seating and must have a Returns Material Authorization number assigned by Via Seating.
- Authorized returns are subject to a minimum 25% restocking charge depending on circumstances.
- Shipping costs for returned merchandise are the responsibility of the customer.

https://www.viaseating.com/warranty

EXPEDITED ORDERS

- Every effort will be made to meet our customers install/delivery dates.
- If there is a necessity to expedite production, an additional charge will be applied. Via Seating will notify the customers with details on additional charges.
- Via Seating is not responsible for costs associated with missed delivery.
- Guaranteed delivery purchases must be made to carrier.