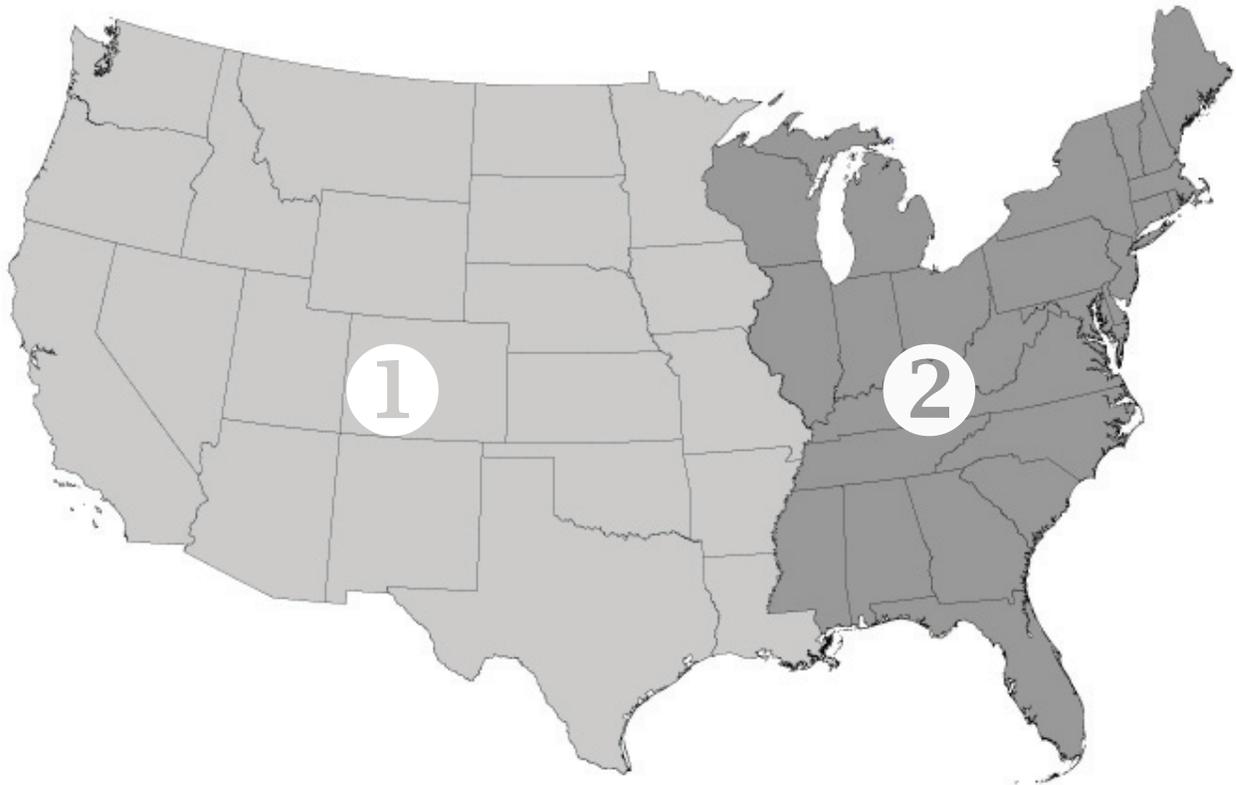


## General Information | Guaranteed Freight Program



### Zone 1: Add 5%

Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington and Wyoming.

### Zone 2: Add 10%

Alabama, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia and Wisconsin.

### Tables and Outdoor

Tables and outdoor orders will be shipped F.O.B. factory. To calculate your guaranteed freight cost, refer to the map and zone matrix above. Zone percentage is calculated based on the total NET value of the order, and freight cost is included on invoices. WCI reserves the absolute right to determine the method of shipping unless special delivery instructions have been previously approved. Products shipped to Alaska, Hawaii and Canada are F.O.B. factory, freight prepaid to port of embarkation, based on percentages as outlined above. Customer is responsible for freight charges from port of embarkation to final destination.

### Banquettes

WCI Banquettes do not include freight. Banquettes are shipped F.O.B. factory, uncartoned for blanket wrap shipment. WCI will negotiate discounted freight rates on the customer's behalf, and will include those rates on the invoice.

# General Information | Guaranteed Freight Program

### Freight Claims

WCI will file the freight claim for WCI Tables and Outdoor products. In the event of visible damage and/or shortages, immediately call WCI at **415-621-6656** to initiate a freight claim and replacement or repair. Concealed damage must be reported in writing to the freight carrier and WCI within 48 hours. Failure to make a claim against WCI within five days will constitute acceptance of merchandise and waiver of any defects, shortages or errors found upon inspection.

### Normal Delivery

Normal delivery is on a dock to dock basis. Special requests, such as inside delivery, “call before,” etc, should appear on the customer’s purchase order and are subject to additional charges. Every attempt will be made by WCI to accommodate customers’ requests. Delivery date is subject to strikes, accidents and availability of supplies and forces majeure. WCI may stop and/or hold shipment if payment terms, account status or credit are not satisfactory.

### Will Call

Customers may choose to pick up orders at our factory. Customers will be notified when their order is ready for orders marked “will call.” Pick up must be made within five business days or order will incur storage charges. Customer pick up is available between 8 AM and 2 PM PST. Call WCI customer service at 415-621-6656 to schedule a customer pick-up.

### Storage

Commencing on the ship date, there is a five business day grace period for all orders, during which there will be no storage fees. Following the grace period, there is a minimum storage charge of \$350 per month. Orders over \$10,000 will incur an additional 1.5% fee per month based on NET value of the order. In addition, a Storage Fee Agreement must be signed by customer and returned to inside sales. Customers that are CIA (cash in advance) must pay for all storage fees before the order is shipped.