

## Terms and Conditions

### Design & Product Development

Interna's commitment to customer satisfaction begins at the design and product development stage.

Interna manufactures all products in accordance with BIFMA and ANSI requirements.

### Customer Satisfaction

Interna enjoys a history of exceeding customer satisfaction with respect to products and service. Customer satisfaction helps drive our success. Interna welcomes feedback and uses evidence-based design principles in combination with focus groups to ensure our customers have a voice.

### Dimensions

All dimensions listed are approximate and subject to slight deviation.

### Customization

Please contact Interna with any custom requirements. A price quotation will be provided in applicable cases.

### Special Projects

Interna takes great pride in its ability to provide custom services for special projects. Please visit our website to view our portfolio of unique custom capabilities.

### Care and Maintenance

To maintain textile appearance, regular vacuuming is recommended. Please consult a professional cleaning service for stains.

Leather upholstery can be maintained by wiping using a clean soft cloth dampened with water and a very mild liquid soap. Please consult a professional leather cleaning service for stains.

### Warranty

Interna's merchandise is warranted to be free from defects in material and workmanship when under standard use of single shift service (40 hours per week) as follows:

Guest Seating	10 years
Lounge Seating	10 years
Recliners/Sleepers (incl. mechanical and electrical components)	10 years
Benches/Ottomans	10 years
Tables	10 years

During Interna's warranty period merchandise deemed defective by Interna will be repaired or at its option replaced free of charge. Interna's warranty does not apply to damage resulting from accident, normal wear and tear, improper cleaning, damage incurred by a freight carrier (other than Interna), alteration, misuse, tampering, or negligence. Textiles, leathers and powder coat finishes are not warranted against fading and wear as these are not within Interna's control. Interna will have the final say in all matters concerning the condition of furniture, cause or nature of any defects and the need and manner of any repairs.

Marks, scars or wrinkles occur naturally in leather and are not covered by any warranty. Interna does not guarantee matching of colour, grain or texture of leather. Due to dye lots, variations in colour of textile and leathers are to be anticipated.

All other warranties (including any warranty of fitness whether by law, implied or expressed, or otherwise) are hereby excluded. This warranty extends only to the original purchasers acquiring new product from Interna and is not liable for any consequential or incidental damages due to product defects. All Interna products (including parts and components) must have been used according to Interna's instructions and installed and maintained by Interna or an authorized Interna representative.

Casters	2 years
Mechanical/ Electrical Components	2 years
Textiles/ Leather	No Warranty
Damage in transit	No Warranty

If any Interna components are used in conjunction with components not sold or manufactured by Interna, any implied or expressed warranty is deemed invalid.

### Flammability Standards

All foam used in Interna's upholstered products is high-density, CFC-free, polyurethane, and meets CAL 117 requirements. CAL 133 fire retardance testing has been done on a number of products. Product specifications and information on testing results are available upon request. For CAL 133 up-charges or specific flammability codes please contact customer service for information.

CAL 133 Lounge Seating- NET prices	
Chairs, ottomans, benches w/o backs	\$ 200
2 seater	\$ 250
3 seater	\$ 300

### Prices

List prices are published and do not include taxes or freight. Canadian orders are payable in Canadian Funds and are F.O.B. Interna factory, Toronto, Ontario, Canada. All United States orders are payable in US funds and are F.O.B. Interna factory, Toronto, Ontario, Canada. Quotations hold for a period of 30 days from issuance unless otherwise noted. Our prices are effective since January 1, 2018.

### Terms

Unless credit has been established with Interna, terms are: payment in full or a deposit with the order and the balance to be paid in full on delivery. Net 30 days from invoice date for accredited customers. Interest on overdue accounts is charged at a rate of 2 % per month. Any associated collection and attorney costs are the responsibility of the buyer.

**Credit**

Credit may be established upon approved credit check and references. A deposit and balance on delivery for all first time orders is standard procedure. For new customers, Interna requires a bank reference for initial purchase orders. Interna requires established customers to provide a bank reference to increase current credit limit. Interna may cancel or change credit terms at its discretion.

**Placing Orders**

Purchase Order Number, Product Name, Product Number, Product Description, Options (as outlined in the Price List), Quantity, Fabric, End User Information, Applicable Taxes and any customizations (approved by Interna) are required when placing an order. Please submit orders to:

**Interna Furniture Design Ltd.**  
**76 Signet Drive**  
**Toronto, Ontario M9L 1T2**  
**Canada**

Or emailed to:

[customerservice@interna.ca](mailto:customerservice@interna.ca)

**Order Confirmation**

Orders are accepted by issuance of Interna's formal order confirmation and are subject to the terms and conditions as outlined herein and on the order confirmation (not withstanding any variations of terms and conditions outlined on purchasers' order forms). This confirmation is the final agreement between Interna and the customer, superseding any and all previous correspondence with respect to the purchase order. Please check all order confirmations for accuracy and advise Interna of any discrepancies.

**Order Changes**

Any changes to orders must be requested in writing and are subject to approval by Interna and any applicable costs.

**Cancellation**

A cancellation can be made only by written agreement with Interna. Unfortunately, cancellations cannot be accepted after fabric has been cut or after materials have been ordered.

**Returns**

Merchandise may only be returned with Interna's prior written consent. Transportation must be prepaid for approved returns. Any merchandise being returned must be properly packaged in its original or comparable replacement packaging. Products authorized for replacement or return will be inspected on return and compared to the reason for the return. Any discrepancies for the reason for return may result in a credit adjustment. Repair charges, credit or allowances resulting from defective or damaged items will only be honoured with Interna's written consent.

**Delivery**

Interna is not liable for delay or failure to deliver due to labour difficulties, strikes, or lockouts, failure or delay at supply sources, transportation difficulties, accidents, fire, war, riot, compliance with government regulations, acts of God or other circumstances beyond Interna's control. Interna makes every effort to meet required delivery dates and times, however arrival times are not guaranteed and Interna does not reimburse or provide credit for late arrival times. Interna will not pay any labour charges without Interna's prior written consent.

**Freight**

Interna reserves the right to select the carrier from point of origin. Changes to the approximate ship date requested on the order confirmation are subject to approval by Interna. Please contact Interna customer service for freight quotes and questions.

**Storage**

Interna reserves the right to transfer goods to storage at customer's risk and expense if delivery is not accepted in accordance with Interna's order confirmation.

This transfer will be deemed as delivery for all purposes including invoicing and payment.

Goods are to be picked up within 7 days after notification that the order is ready otherwise a storage fee of 3 % per week of the value of the goods will apply.

**Claims**

Interna is not responsible for damage incurred through transit and storage.

Customer must examine all merchandise upon receipt. Please note any obvious visual damage on the carrier delivery receipt. Any claims for freight overcharges, loss or damage to goods while in transit or storage are to be made with the carrier. Report in writing to Interna any concealed damage or error in shipment within 24 hours of receipt of goods, otherwise merchandise will be deemed fully accepted and constitutes a waiver of any claims by the purchaser. Please ensure all packaging materials are kept for inspection. Interna reserves the right to inspect and assess any damage. Interna is not responsible for the condition of products stored or installed in environments that are not controlled for temperature and humidity.

**Packaging**

Interna provides blanket wrapping as an option. Please contact customer service for further information.