# 06416 – Correctional Industries Safety Products

# Pricing & Ordering

**Ordering Instructions**

*Please visit Correctional Industries’ website for current products, pricing, and order fulfillment;*

<https://www.washingtonci.com/products-services/safety-products.html?cat=91>

*Purchasers may find their desired furniture items from this site and follow the prompts to place orders directly with Correctional Industries.*

*Please note that not all products or pricing are available online and require assistance from account executives. You may find your assigned account executive at* [*http://www.washingtonci.com/customer-care/find-your-ae.html*](http://www.washingtonci.com/customer-care/find-your-ae.html)

**Quantity Discounts**

*CI offers a 4% discount for most orders totaling $250,000.00 or more. The 4% will be discounted from the field order total before sales tax. Quantity discounts should be shown as a separate line item after the subtotal on the order document.*

*CI reserves the right to give additional discounts at their discretion. When determining eligibility and calculating quantity discounts, please do not include the following:*

* + - 1. *Sales tax*
      2. *Installation costs*
      3. *Inside delivery costs*
      4. *Remanufactured systems furniture*
      5. *Used “as is” office furniture*
      6. *Neutral Posture seating products*
      7. *Custom orders*

*Inside Delivery: 4% of total purchase price after all applicable discounts*

*Computer and Design Service: No Charge*

**Delivery, Installation, and Special Provisions**

**Delivery**

The following delivery schedule applies to this contract and is contingent upon the receipt of a complete and accurate order:

1. 7 and 14 calendar days after receipt of order – items available through the Fast Fulfillment Program
2. 60 calendar days or sooner after receipt of order or change order – refer to below information.
3. 90 calendar days or sooner after receipt of order – refer to below information
4. Negotiated delivery date – orders over $250,000
5. **Receipt of order is the day a complete and accurate order is received by CI. If an order is mailed via USPS to CI, the delivery date will be calculated 5 business days after a complete and accurate order is post marked.**

Fast Fulfillment Program (7 or 14 calendar days or sooner ARO)

The Fast Fulfillment Program shall include a standardized variety of available products.

Please refer to CI’s website for Fast Fulfillment product availability, quantities, fabric/laminate/color options and ordering process information.

Items selected will be shipped to customer in 7 or 14 calendar days after receipt of complete and accurate order. Fast Fulfillment products are available through online purchase only.

60-Day Delivery Schedule

1. Orders for products under $100,000 gross, and/or
2. All standard fabric, paint, color, laminate finishes, and trim colors as identified by the CI Account Executive or the website.

90-Day Delivery Schedule

1. Orders for product between $100,000 to $250,000 gross, or
2. Non-standard fabric, paint, color laminate finishes and trim colors, or
3. Custom and modified furniture/furnishings

Contact Prior to Delivery: Purchaser will identify a contact person and a secondary contact person together with work station and mobile numbers as well as a valid email address on the order. If phone notification prior to delivery is required (usually 24 hours prior), the order must clearly so state and the name and phone number of both contacts must be provided. Phone contact shall be construed as direct communication with the contact person or appropriate agency representative (voice message is not considered proper notification). If notification is not provided by CI prior to delivery when requested, Purchaser may refuse delivery. If refusal of delivery occurs, products shall be redelivered as mutually agreed with Purchaser or no later than the next regularly scheduled delivery route.

Late Delivery: The acceptance of late performance with or without objection or reservation shall not waive the right to claim damage for such breach nor constitute a waiver of the requirements for the timely performance of any obligations remaining to be performed by CI. Delayed delivery of more than 10 business days beyond the contract delivery date, Purchaser may impose a 3% penalty per week (not to exceed value of late product), for every week that delivery is delayed (penalty will be assessed on the first day of each week, beginning on the 11thday beyond the contract delivery date). This penalty applies only to those items not available for delivery or rendered unusable without missing components that remain to be delivered. CI’s invoice shall reflect any applicable late delivery penalties; otherwise, Purchaser will automatically credit CI’s late delivery penalties against the invoiced amount.

Should Purchaser request delayed delivery extending beyond original contract terms of 10 business days, CI may impose a 3% penalty per week for every week. Penalty will be applied to Purchaser’s invoice as a separate line item unless delay is requested at the time of order and appears on the original order document.

Other Options: In an effort to meet Purchaser’s on-going needs, CI will consider other options (i.e. one-time exception (Exhibit C), discounting, etc.), prior to order placement. All requests for other options shall be submitted to your Account Executive for management consideration ([Find Account Executive](http://www.washingtonci.com/_content/contact_us/find_your_account_executive.aspx)). CI may exercise discretion to approve or deny a request.

**Returns**

Standard item(s) may be returned within five (5) business days after receipt provided:

1. Item is new; and
2. Item is in unused condition; and
3. Item must be in the original packaging, provided CI has not disposed of it; and
4. Item is not modified or custom built for the customer.

A restocking charge equal to 50% of the net purchase price (before taxes) will be paid by the customer when the above conditions are met. The customer will be responsible for return freight cost. However, if the incorrect standard product is due to CI error, restocking fees are waived.

Receipt of Damaged/Incorrect Merchandise

Damaged, defective, or receipt of incorrect merchandise should be reported to a Customer Service Representative by contacting 1.800.628.4738. Concealed damage or shortages are to be reported within five (5) business days of receipt of merchandise. The purchaser should retain the carton and a copy of the signed freight bill to facilitate inspection. Once CI is notified of receipt of damaged or incorrect merchandise, CI shall notify customer within three (3) business days of corrective action and the anticipated time frame; remedies should be mutually agreed upon. When damage is identified at the time of delivery it shall immediately be reported to the delivery driver and noted on the receiving report.

**Ordering Point of Contact:** <http://www.washingtonci.com/customer-care.htm>