

Marvel® Warranty and Quality Information



The Marvel® Lifetime Warranty

Marvel® warrants its products to the original purchaser to be free from defects in material and workmanship for as long as the original purchaser owns the product, except as provided below. Components and parts deemed as high wear including: casters, pneumatic cylinders, stacking chairs, and task lights are warranted for five years from the date of sale. Fabrics are warranted for five years. Electronic Adjustable Table electric components and motors are limited to 5 years, under normal operating conditions, subject to inspection and determination of the manufacturer. Seating control mechanisms and keyboard arms are warranted for ten years from the date of original sale. Warranty periods for seating that exceeds eight hours per day usage (single shift) is reduced in a pro-rata basis. This warranty excludes products that were not installed or used in accordance with product instructions and warnings. Product adaptations, customizations or modifications not explicitly approved by Marvel® do not qualify for this warranty. The obligations of Marvel® are limited to repair or replacement at the sole option of Marvel®. Marvel®, in no event, will be responsible for incidental or consequential damages arising out of a claim for defective or damaged product.



THE MARVEL GROUP, INC
REGISTERED TO ISO 9001-2008
FILE NUMBER 10002902

The Marvel® Quality Guarantee

ISO 9001-2008

Marvel® is registered to ISO 9001-2008 by UL DQS Inc. The International Organization for Standardization is an international agency formed in 1979 to harmonize quality management and quality assurance standards for manufacturing and service industries.

The ISO 9001-2008 standard is the broadest and most difficult standard to attain. In addition to the ISO 9001-2008 standards of quality management system, control product handling, documentation, and personnel, it also includes quality in:

- Product design and development
- Marketing
- Purchasing
- Customer service and after-sales support



**5 DAY
QUICKSHIP**
ON SELECT ITEMS

Marvel® Quick Ship

Marvel® offers this premium service with no extra charges on select Pronto®, MW, Allegra®, Endeavor®, Fermata®, Mailroom Utility Furniture, Ergonomic Accessories and Storage Product Lines.

Products can ship in as little as 5 DAYS.

Marvel® Environmental Statement

The Marvel Group, Inc. is proud of our ongoing commitment to responsible environmental policies and manufacturing processes. Safeguarding the earth's vital resources through conservation, technology application and progressive emission controls is a responsibility embodied in our manufacturing, sourcing and marketing practices.

Marvel® wood and wood based components including our particleboard have no components related to or sourced from coastal rainforests, ancient or old growth forests. Additionally Marvel® is continuing research into the use of Hay and Grain based particleboard for potential use in future products.

Our coating process emissions are the lowest possible as Marvel® utilizes unique state-of-the-art powder-coating methods, which virtually eliminate vapor emissions as well as allowing us to recycle close to 100% of our overspray.

Our steel suppliers currently use a variety of sources for recycled and scrap steel, which is utilized in the manufacturing process. These efforts coupled with a corporate culture of responsible stewardship combine to give our associates and customers the reassurance and confidence they demand in partnering with a socially and environmentally responsible company.



The Marvel Group, Inc. Is A Proud Past Recipient Of The Illinois Governor's Pollution Prevention Award.

Recycled Content for Marvel Zapf® Product line:

Aluminum Frame comprises 90% of each panel and contains 70% post consumer recycled aluminum.

Steel supports, storage and other components comprise 80% of a Freestanding typical and contains 15% post consumer recycled steel.

Terms and Conditions

Ordering

Price & Payment

Orders are invoiced at the time of shipment or as shipments occur in the case of multiple shipments. Payment is due within 30 days from date of invoice. In some cases Marvel® may require full or partial payment in advance or other adequate assurance of payment. Price and specifications subject to change without notice.

Changes & Cancellations

Any changes or cancellations on 4-Week Ship products must have written consent from Marvel®. Approved cancellations for products will be subject to a 25% cancellation charge if the request is approved within two weeks of scheduled shipping date. Any change made 10 days prior to shipment may be cause for establishing a new ship date on the original order and possible additional charges.

No cancellations are permitted within one week of ship date. Costs incurred by Marvel® as a result of any changes to special orders or Customers Own Materials (COM) requests will be born by the customer.

Note: Orders received after 12:00 noon Central Time will be entered the following day.

Taxes

If the Purchaser is tax exempt, it is the Purchaser's responsibility to furnish appropriate tax exempt certification. All applicable taxes, excluding only taxes on the net income of Marvel®, are the Purchaser's responsibility and will be invoiced to the Purchaser.

Shipping

Shipping/Delivery/Freight

All orders excluding international with a list price above \$10,000 are shipped FOB destination, orders less than \$10,000 list are subject to a maximum \$500 freight charge. A \$3 minimum freight charge applies. International orders are shipped via the same cost schedule to the U.S. contiguous border only. Marvel® will select the method of shipment, unless otherwise specified by Purchaser. If added cost is incurred due to Purchaser's special request, the added cost will be invoiced to Purchaser. All Marvel® shipping lead times are subject to change without notice. Inside delivery or other special shipping requests will be added to customer invoice. Marvel® does not guarantee delivery dates or times.

Storage/Postponed Shipments

In the event Purchaser postpones delivery more than one week after the scheduled shipping date or after the goods have become work-in-process, Marvel® may transfer, at the Purchaser's risk and expense, the goods to storage. In such an event a storage fee will be added to the Purchaser's invoice of 1% of net value per week.

Returns

To request a return, call the Marvel® Customer Service Department within 30 days of the invoice date. Once approved, you will receive an authorization number and return documentation to accompany the product and further instructions. To avoid additional product reworking fees, goods must be appropriately packaged to ensure safe return. Purchaser assumes all liability for custom/special products and items manufactured with customer supplied materials (COM). No returns for such items will be accepted. All returns are subject to a 25% restocking charge.

Claims

In the event that any product arrives damaged, Marvel® will:

1. Replace goods immediately at no charge.
2. Contact the freight carrier for inspection and return delivery to Marvel®.
3. Process claim with freight carrier.

IMMEDIATELY UPON RECEIPT, PURCHASER MUST NOTE ON THE FREIGHT CARRIERS' BILL OF LADING **ANY** DAMAGES TO THE PRODUCT AND OBTAIN DRIVER'S SIGNATURE. IF THIS IS NOT DONE, A FREIGHT CLAIM CANNOT BE FILED, REMOVING LIABILITY FROM THE CARRIER. IF A CLAIM CANNOT BE FILED, MARVEL® CANNOT REPLACE THE DAMAGED PRODUCT AT NO CHARGE.

Ordering Information

How To Place An Order :

Toll-free fax

1 (800) 237-0358

Mail

The Marvel Group, Inc.
Attn: Customer Service 3843 W. 43rd St.
Chicago, IL 60632

E-mail

orders@marvelgroup.com

Question?

1 (800) 621-8846

1 (773) 843-2900

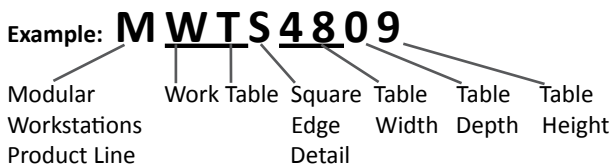
Provide the following information:

1. Purchase order number
2. "Bill to" and "ship to" name and address
3. Description
4. Quantity
5. Project layout
6. Marvel® project number, if applicable

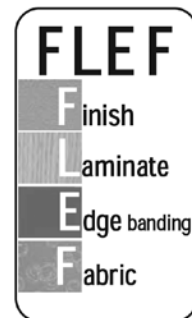
It is the purchaser's responsibility to check the Marvel® acknowledgment document for accuracy, correct fabric and finish selections, etc. on all orders.

Product Number Explanation

Each character in the product number represents the item name, type, size, or features



Expedite your next order with FLEF!



Specify these items on every order.

Panel Fabric Direction Selection

Standard 80" or higher panels are upholstered vertically, whereas all other panels, 67" or shorter, are upholstered horizontally. When placed in the same area a shading discrepancy may occur.

To maintain visual continuity, please select OPTION A, an upcharge will apply:

OPTION A. To maintain a uniform appearance of the panels, the fabric direction on 67" or shorter panels will match the fabric direction of the 80" or higher panels. An upcharge of 12% per panel will be added to your order to cover the expense of matching the fabric direction.

OPTION B. The fabric pattern will not match on this order. It is understood that there will be a shading discrepancy and there will be no upcharge for this option.

Specials Policy

All special product requests must be preapproved by a Marvel® Customer Service Representative. Please allow five business days to process approval, pricing and lead time status.

Quick Quote Pricing

- Worksurfaces of non-standard size or shape. All tables, connectors, transaction, conference surfaces (does not affect base size) Add \$250 to List Price.
- Laminates not listed in the price book. Laminates and Edges with non-published combinations or by other manufacturers Add \$230 to List Price.

Finishes

Any non-standard finishes or non-standard applications.

Upcharge : Call for quote

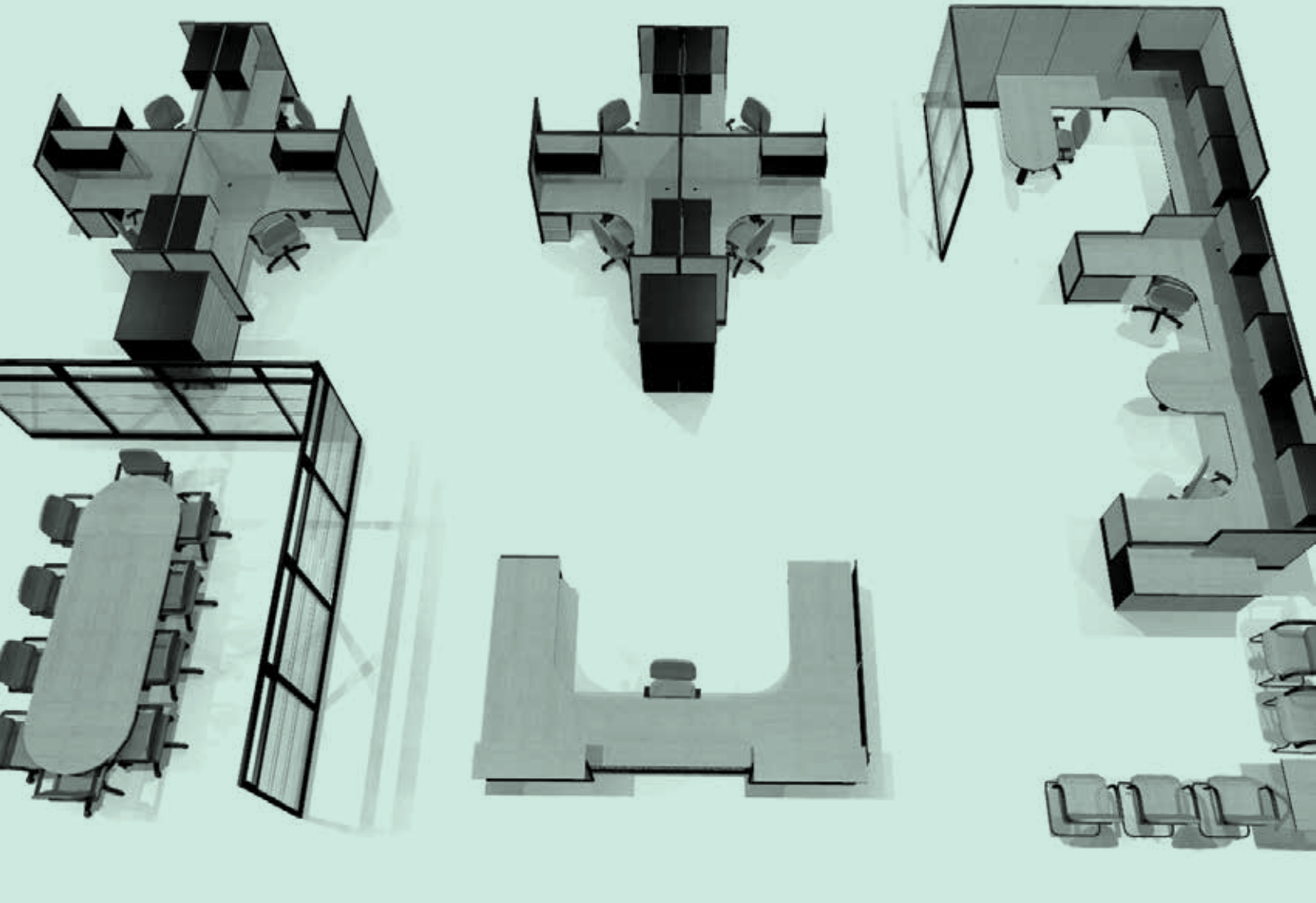
think MARVEL®

complete commercial interiors complimentary design services

Systems Furniture
Conference Tables
Reception Furniture

Free-Standing Desks
Modular Workstations
Filing & Storage

Seating
Classroom Furniture
Mailroom / Utility Furniture



Visit www.MarvelGroup.com

Phone: 800-621-8846

E-mail: sales@MarvelGroup.com

The Marvel Group, Inc. |

3843 W. 43rd Chicago, IL 60632 |

All Rights Reserved 2013.

Marvel® warrants its products to the original purchaser to be free of defects in material and workmanship for as long as the original purchaser owns the product, except as provided below. Components and parts deemed as high wear including casters and pneumatic cylinders are warranted for 5 years from the date of sale. Seating control mechanisms are warranted for 10 years from original date of sale. Warranty periods for seating that exceeds 8 hours per day usage (single shift) is reduced on a pro-rate basis. The warranty for the fabric/mesh is limited to five years. Marvel's obligations are limited to repair or replacement at Marvel's option. Marvel® in no event, will be responsible for incidental or consequential damages arising out of a claim for defective or damaged product. Product adaptations, customizations or modifications not explicitly approved by Marvel® do not qualify for this warranty.