

NOTE: Prices shown herein are subject to change without prior notice. We reserve the right to make changes in design or construction detail without notice. ALL ONLINE CATALOG PRICES SUPERSEDE PRINTED MEDIA.

With the exception of Flexsteel lounge seating ALL DMI PRODUCTS in this catalog are IN STOCK. Flexsteel lounge seating is made to order items requiring a five week lead time.

POLICIES & PROCEDURES

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CONDITIONS OF SALE

Payment terms on shipments from our Huntingburg, Indiana Distribution Center are Net 30 days. Prices are subject to change without notice. Shipping weights and cubes are estimated and are also subject to slight variations. DMI reserves the right to make changes in design and construction detail without notice. All orders are subject to acceptance by DMI. The mailing or distribution of this price list does not constitute an offer to sell. Cancellations will not be accepted unless they are received and acknowledged by the DMI Customer Service Department. Additional terms and conditions as found on DMI acknowledgements, invoices and other official communications may be considered as part of these "Conditions of Sale".

DMI SHIPPING POLICY – DELIVERED CUSTOMERS

- Pricing includes delivery.
- All orders are subject to a fuel surcharge.
- Minimum order requirement \$650 net; orders less than \$650 net will be assessed a handling charge of \$75.
- Standard shipping time is 10 working days or less, expedited shipments subject to a 10% handling charge.
- No returns will be accepted without prior written authorization from DMI Office Furniture.
- All returns are subject to a restocking fee of 45% unless there is a prior agreement with DMI management.
- Only merchandise in unopened cartons will be considered for return authorization.
- Freight claims are the responsibility of the consignee and/or the billed to party.

DMI SHIPPING POLICY – FOB CUSTOMERS

- Orders less than \$650 net will be assessed a handling charge of \$75.
- Unless otherwise agreed to by DMI management all LTL/drop ship shipments must be palletized & banded and are subject to a 5% pallet/drop ship charge.
- Orders are subject to a fuel surcharge.
- Orders must specify the freight carrier to be used.
- Orders must specify either freight collect or 3rd party freight billing.
- Freight prepaid and add shipments are subject to handling charges.
- Freight claims are the responsibility of the consignee and/or the billed to party.
- No returns will be accepted without prior written authorization from DMI Office Furniture.
- All returns are subject to a restocking fee of 35% unless there is a prior agreement with DMI management.
- Only merchandise in unopened cartons will be considered for return authorization.

RETURNS AND ALLOWANCES POLICY

ONLY merchandise in unopened cartons will be considered for a return authorization. All returns, except for defective product, are subject to the appropriate restocking fee unless there is a prior agreement from DMI. Defects in DMI merchandise should be reported to the local DMI sales representative. The DMI sales representative is expected to inspect and report on all defective merchandise and report results of inspection to DMI's Customer Service Department. DMI's Customer Service must authorize all claims. No returns, allowances, or deductions from invoices, of any kind, will be accepted without prior written authorization. Any freight charges incurred by an unauthorized return will be invoiced to the DMI customer.

DMI designs and tests its products and packaging to ensure they meet or exceed furniture transport standards generally accepted in the industry. Therefore, damaged merchandise and concealed freight damage is the responsibility of the freight carrier. Claims must be filed by Consignee with the delivering freight carrier within fifteen days of receipt of shipment. DMI accepts no responsibility for merchandise shortages or damages caused by freight carriers or consumer delivery services.

The transportation company is responsible for safe delivery of product. DMI customers should inspect all merchandise upon delivery of shipment. Any visible damage should be noted on the freight bill, signed and dated by the person accepting the delivery. In order for a concealed damage claim to be accepted it must be filled within 15 days of receipt of merchandise with the carrier. Merchandise moved from original delivery location will not qualify for concealed damage claims. Always retain the carton for possible inspection by the carrier.

DELUXING / TOUCH-UP

DMI strives to maintain a constant quality standard on all its products. However it is part of the DMI customers' responsibility to do a certain amount of touch-up, deluxing and, if needed, installation of replacement parts. We do not recommend that the merchandise be delivered to the consumer in the original packages from the factory.

US DISTRIBUTION CENTER PRODUCT PICK-UP POLICY

Our US Distribution Center is located in Huntingburg, IN (47542). Hours of operation are 7:30am to 3:00pm Eastern Time. All product pick-ups require a dock appointment 48 hours in advance. Dock appointments are to be scheduled with the Distribution Center: phone 812-683-2123; fax 812-683-4865. All product is shipped FOB our Distribution Center. All claims for damages are to be directed to the carrier picking up the merchandise. Drivers are welcome to observe the loading of the product.

PRODUCT WARRANTIES TO THE END USER

- LAMINATE AND VENEER CASEGOODS LIFETIME LIMITED WARRANTY
- LOUNGE SEATING AND OFFICE CHAIRS TWO YEAR LIMITED WARRANTY

Consumer Warranty Statement: If you notice a defect, it is important for you to act promptly and immediately notify the Authorized Retailer from whom you purchased your furniture. Your notification must be given to an authorized DMI dealer with proof of purchase. After notification, it may be necessary for the Authorized Dealer or the manufacturer to arrange for an inspection of your furniture to determine whether or not a covered defect exists. If a covered defect does exist, it will be repaired. If it is determined that repair is not practical; you will be supplied with new furniture of the same or similar color, design, style and quality at the current price less depreciated value of the product as based on ASB standards for straight line depreciation of Office Furniture. You will not be charged for any repair services, delivery costs.

No implied warranties, including warranties of merchantability or fitness for a particular purpose exist. By implied warranties, we mean ones that the law requires to have been given by the seller even though they are not set out in writing. Please note: some states do not allow exclusion or limitation on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

While we believe our limited warranty is a good one, there are some limits to it. Any of the following things reduce the manufacturer's responsibility under this warranty:

- This limited warranty protects you only when you purchase furniture from an Authorized Dealer and if you are the original owner of the product.
- This limited warranty applies only when you have purchased the furniture for your own use and not for resale prior to use.

Your furniture requires some routine maintenance. Keep it clean, dusted and polished as necessary. Proper care and use are essential to preserving the rights under this limited warranty. We will not repair or replace your furniture if damage is caused by improper maintenance or by improper use.

This limited warranty does not cover damage resulting from abuse, normal wear and tear, and accidents including burns, cuts, scratches, scuffs, watermarks or indentations.

Consequential or incidental damages are not covered under this limited warranty. By this we mean any loss, expense or damage other than to the furniture itself that may result from a defect in the furniture. Please note: some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

NOTE

ALL LIST PRICING SHOWN IS ROUNDED TO THE NEAREST WHOLE DOLLAR.



POLICIES & PROCEDURES

ORDERING INFORMATION

All orders should be mailed or faxed to:

DMI Office Furniture
Ste 2000
9780 Ormsby Station Road
Louisville KY 40223

Customer Service Phone: (800) 372-1927
Customer Service Fax: (800) 755-2878

Product Design and Specification Charges: DMI Office Furniture reserves the right to make changes in design and construction or discontinue products without prior notice.

