

**Synthesis® Casework Collection by Midmark**  
**MIDMARK MODULAR CASEWORK ORDER POLICY**

**ORDER POLICY FOR STANDARD PRODUCT**

- The order/purchase order must be in the system at least five weeks prior to the Ship Week.
- The Customer Acknowledgment is sent to the customer one week after the order/purchase order is received.
- The No Charge Change Deadline is three weeks prior to the Ship Week.
- The Charged Changes Deadline is two weeks prior to the Ship Week.
- No changes are allowed one week (or less) prior to the Ship Week.

TYPICAL ORDER/CHANGE SCHEDULE

30	31	1	2	3	4	5
<b>ORDER RECEIVED</b>						
6	7	8	9	10	11	12
<b>CUSTOMER ACKNOWLEDGMENT</b>						
13	14	15	16	17	18	19
<b>NO CHARGE CHANGES</b>						
20	21	22	23	24	25	26
<b>CHARGED CHANGES</b>						
27	28	29	30	31	1	2
<b>NO CHANGE</b>						
3	4	5	6	7	8	9
<b>SHIP WEEK</b>						

Requests for changes in shipping dates during the Charged Changes or No Charge Changes weeks, changes to the order, cancellation of product from an order, change of destination address, packaging and method of delivery may delay the ship date or incur additional costs. All such changes are subject to approval by Midmark. Charges will be incurred for all line items that change as noted in this paragraph. The dates outlined here are our typical lead times. Please call to confirm current lead times.

**ORDER POLICY FOR NON-STANDARD LAMINATE AND SOLID SURFACE COUNTERTOP COLORS**

- The order/purchase order must be in the system at least six weeks prior to the Ship Week.
- The Customer Acknowledgment is sent to the customer one week after the order/purchase order is received.
- The No Charge Change Deadline is five weeks prior to the Ship Week.
- The Charged Change Deadline is four weeks prior to the Ship Week.
- No changes are allowed three weeks (or less) prior to the Ship Week.

TYPICAL ORDER/CHANGE SCHEDULE

30	31	1	2	3	4	5
<b>ORDER RECEIVED</b>						
6	7	8	9	10	11	12
<b>CUSTOMER ACKNOWLEDGMENT</b>						
13	14	15	16	17	18	19
<b>NO CHARGE CHANGES</b>						
20	21	22	23	24	25	26
<b>CHARGED CHANGES</b>						
27	28	29	30	31	1	2
<b>NO CHANGE</b>						
3	4	5	6	7	8	9
<b>NO CHANGE</b>						
10	11	12	13	14	15	16
<b>SHIP WEEK</b>						

Requests for changes in shipping dates during the Charged Changes or No Charge Changes weeks, changes to the order, cancellation of product from an order, change of destination address, packaging and method of delivery may delay the ship date or incur additional costs. All such changes are subject to approval by Midmark. Charges will be incurred for all line items that change as noted in this paragraph. The dates outlined here are our typical lead times. Please call to confirm current lead times.



**Synthesis® Casework Collection by Midmark**  
**MIDMARK MODULAR CASEWORK SHIPPING POLICY**

**DOMESTIC SHIPPING POLICY**

- First project shipment, over \$87,719 suggested retail price, Versailles, OH, F.O.B., Freight Paid  
Additional deliveries to a single project are not included in the Midmark freight policy. Exam Room Casework, mobiles, nooks and other casework items in the Midmark Medical Catalog are excluded.
- Additional deliveries, Versailles, OH, F.O.B., Prepaid and Add  
Please call your Project Coordinator for shipping quotes at 1-800-MIDMARK, ext. 108914.
- Projects less than \$87,719 suggested retail price and Exam Room Casework, Versailles, OH, F.O.B., Prepaid and Add  
Please call your Project Coordinator for shipping quotes at 1-800-MIDMARK, ext. 108914.
- Policy excludes Alaska, Hawaii and international shipments as well as Canada.

Note: Delivery times will not be guaranteed by Midmark Corporation. National carriers do not guarantee time of arrival.

**CANADA SHIPPING POLICY**

- First project shipment, over \$87,719 suggested retail price, Versailles, OH, F.O.B., Freight Paid  
Additional deliveries to a single project are not included in the Midmark freight policy. Exam Room Casework, mobiles, nooks and other casework items in the Midmark Medical Catalog are excluded.
  - Freight Paid orders must ship dock-to-dock dealer locations only
  - Drop ships, ground deliveries and any other assessorial will be paid by customer (subtract freight paid).
- Additional deliveries, Versailles, OH, F.O.B., Prepaid and Add  
Please call your Project Coordinator for shipping quotes at 1-800-MIDMARK, ext. 108914.
- Projects less than \$87,719 suggested retail price and Exam Room Casework, Versailles, OH, F.O.B., Prepaid and Add  
Please call your Project Coordinator for shipping quotes at 1-800-MIDMARK, ext. 108914.
- Policy excludes (Northern Territories, Newfoundland, Labrador, Nova Scotia and PEI or any area deemed remote by Midmark).

Note: Delivery times will not be guaranteed by Midmark Corporation. National carriers do not guarantee time of arrival.

### SCOPE OF WARRANTY

Midmark Corporation warrants to the original purchaser its Midmark Modular Casework products (Synthesis® Casework Collection) manufactured by Midmark to be free from defects in material and workmanship under normal interior use and service. Midmark's obligation under this warranty is limited to the repair or replacement, at Midmark's option, of the parts or the products the defects of which are reported to Midmark within the applicable warranty period and which upon examination by Midmark prove to be defective.

### APPLICABLE WARRANTY PERIOD

The applicable warranty period, measured from the date of delivery to the original user, shall be as follows:

- A. Five years for all Midmark brand products and components (except for the shorter periods in B and C), including door and drawer fronts and casters
- B. Three years for task lights
- C. One year for countertop surfaces and accessories

### EXCLUSIONS

This warranty does not cover sinks, faucets and plumbing accessories. Any warranties on these items are extended directly by the manufacturer of these items to the original purchaser. Information on these manufacturers' warranties will be enclosed with the applicable products. Also, Midmark will furnish copies of any warranties extended by any such manufacturers upon request.

This warranty does not cover and Midmark shall not be liable for: (1) repairs and replacements required because of misuse, abuse, negligence, alteration, accident, freight damage or tampering; (2) matching of color, grain or texture except to commercially acceptable standards; (3) changes in color caused by natural or artificial light; (4) products which are not installed, used or properly cleaned as required in Midmark's written Installation Manual; (5) specially manufactured products; (6) products considered to be of a consumable nature such as light bulbs and surge suppression products; (7) accessories or parts not manufactured by Midmark; (8) charges by anyone (including Midmark's authorized dealers) for adjustments, repairs, replacement parts, installation or other work performed upon or in connection with such products which is not expressly authorized in writing in advance by Midmark.

### EXCLUSIVE REMEDY

Midmark's only obligation under this warranty is the repair or replacement of defective parts. Midmark shall not be liable for any direct, special, indirect, incidental, exemplary or consequential damages or delay.

### NO AUTHORIZATION

No person or firm is authorized to create for Midmark any other obligation or liability in connection with the products.

**THIS WARRANTY IS MIDMARK'S ONLY WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. MIDMARK MAKES NO IMPLIED WARRANTIES OF ANY KIND INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS.**