TERMS & CONDITIONS

Thinkspace is committed to providing excellent customer service and support for every product we sell. These Terms & Conditions apply to all purchases, including quotes, purchase orders, and any related follow-up. Customers can reach a Thinkspace representative by email, phone, or in person at our showroom.

Thinkspace Inc.
7425 Janes Avenue, Suite 201
Woodridge, IL 60517
sales@thinkspaceoffice.com

Thinkspace Chicago Showroom
222 Merchandise Mart Plaza, Suite 1099
Chicago, IL 60654

NEW CUSTOMERS

Before placing a first order, new customers must set up an account by completing a dealer form. To request one, contact sales@thinkspaceoffice.com or your Thinkspace sales representative.

PRICING

Quoted prices are valid for 90 days from the quote date. Any price held beyond 90 days must be approved in writing by Thinkspace. To request a quote, contact your Thinkspace Customer Account Manager or Sales Representative. Prices are subject to change without notice until an order is confirmed. Thinkspace reserves the right to apply tariff-related charges at its discretion.

ORDER PROCEDURE

To place an order, send a signed final quote or purchase order to sales@thinkspaceoffice.com, and our team will take it from there. To keep order entry smooth, please include all required information at the time of submission.

THINKFAST ORDERS

ThinkFast orders are for in-stock products, which ship within 7 business days. ThinkFast products are available in a limited selection of fabrics and finishes.

Payment Terms: Payment for ThinkFast orders is due Net 14 days from the shipment date. **New dealers must pay a 100% deposit on their first Thinkspace order.** ThinkFast orders of $100,000 or more require a 50% deposit at the time of order. Unless otherwise agreed upon in writing, these payment terms apply to all orders. Payment terms for contract business, negotiated agreements, or other approved programs may vary and will be governed by the applicable contract, agreement, or written terms.

FACTORY DIRECT ORDERS

The average lead time for factory direct orders is 14–16 weeks.
Payment terms: New dealers must pay a 100% deposit on their first Thinkspace order. Factory direct orders require a 50% deposit within 14 days after placing the order. The remaining balance is due within 14 days of product delivery.

ORDER CHANGES & CANCELLATIONS

Order changes or cancellations must be submitted within **2 business days** of order receipt. Requests made after **2 business days** cannot be guaranteed.

REMITTANCE

Make checks payable to:
Thinkspace Inc.
7425 Janes Avenue, Suite 201
Woodridge, IL 60517

FREIGHT

US domestic freight pricing is based on standard dock delivery to a single address. Special delivery requirements, including but not limited to lift gate, pallet jack, or residential delivery, will incur additional charges.

Shipments to Canada are subject to separate freight pricing and may be subject to additional charges for cross-border transportation, customs, duties, taxes, brokerage, or other applicable fees. Unless otherwise agreed upon in writing, all such additional charges are the responsibility of the customer.

DELIVERY & SHIPPING DAMAGE

The customer or consignee is responsible for inspecting all products at delivery. Any visible damage must be noted on the freight carrier's delivery receipt (Bill of Lading). Dealers should also inspect products for concealed damage once they arrive at the

warehouse. All shipping damage, visible or concealed, must be reported to Thinkspace within 5 business days of delivery. Damage not reported within this window cannot be processed.

WARRANTY

The Thinkspace warranty covers all products sold by Thinkspace, including products manufactured by our strategic partners worldwide. From the invoice date, the warranty covers manufacturing defects in materials for 5 years and in electrical components for 2 years. During the warranty period, Thinkspace will work with distributors to repair or replace defective products or parts.

The warranty does not cover:

- Damage caused during transportation or installation, or by freight carriers
- Normal wear and tear, including normal aging of textiles, fillings, and finishes
- Natural variations in the color, grain, or texture of wood and textiles
- Textile color matching, colorfastness, or wear quality of any material
- Color differences between supplier dye lots on large orders
- Labor or service, which remain the responsibility of the service provider
- Freight or shipping charges on returned products or parts

WARRANTY CLAIMS

Warranty claims should be submitted as soon as a defect is discovered, at https://thinkspaceoffice.com/claim-form. Please include the following:

- Invoice and purchase order numbers
- Photos or videos of the product, taken before installation when possible
- When and how the defect was discovered
- Ship-to address
- A point of contact for replacement parts

RETURNS

All sales are final. Thinkspace does not accept returns. Defective products are addressed under the Warranty section above.

For any additional questions, please contact sales@thinkspaceoffice.com.