



Request for Contract Update

Pursuant to the terms of contract number R221001 for Fellowes, Inc. d/b/a ESI Ergonomic Solutions, Contractor must notify and receive approval from Region 4 ESC when there is an update in the contract. No request will be officially approved without the prior authorization of Region 4 ESC. Region 4 ESC reserves the right to accept or reject any request.

Fellowes, Inc. d/b/a ESI Ergonomic Solutions hereby provides notice of the following update on
(Contractor)

this date April 26, 2023.

Instructions: Contractor must check all that may apply and shall provide supporting documentation. Requests received without supporting documentation will be returned. This form is not intended for use if there is a material change in operations, such as assignment, bankruptcy, change of ownership, merger, etc. Material changes must be submitted on a "Notice of Material Change to Vendor Contract" form.

☐ **Authorized Distributors/Dealers**

_____ Addition

_____ Deletion

_____ Supporting Documentation

☐ **Products/Services**

_____ New Addition

_____ Update Only

_____ Supporting Documentation

☐ **States/Territories**

_____ Supporting Documentation

☐ **Price Update**

_____ Supporting Documentation

☐ **Discontinued Products/Services**

_____ Supporting Documentation

☒ **Other** Warranty and Freight Program

☒ Supporting Documentation

Notes: Contractor may include other notes regarding the contract update here: (attach another page if necessary).

On May 1, 2023, ESI will be implementing a new and improved warranty. In addition, ESI will be changing their freight program which will be more advantageous to your members. See attachments.

Submitted By: Melissa Fuller

Title: Vertical Markets Contract Manager

Email Address: mfuller@fellowes.com

☐ **Approved by Email:** Date 5/1/2023 | 8:46 AM CDT

☐ **Denied by Email:** Date _____

DocuSigned by:
Robert Zingelmann
Region 4 ESC: 0B1D33BB0130490...



Contract Interiors News



Hello!

Fellowes is in full swing of our rebranding and we are proud to let each of you know that Phase 1 of the new Fellowes.com will be coming in just a few weeks. The website will be a significant upgrade and a signal of a new direction we are going with the online visual presentation, content details, and resources for our contract furniture dealer partners and influencer colleagues. Watch for the launch announcement soon!

It is also exciting to think that we are less than two months away from the grand opening of our new showroom in Fulton Market during DesignDays June 12-14. We are looking forward to sharing these experiences with you both digitally and in person!

A handwritten signature in black ink, appearing to read 'T. Holderness'.

Todd Holderness
General Manager,
Contract Interiors

NEW FELLOWES

Lifetime Warranty



For most of the Contract Interiors product portfolio, we are excited to announce that effective May 1st the following key product categories within the portfolio will move to a lifetime warranty:

- *Modular Walls*
- *Systems Furniture*
- *Casegoods*
- *Conference + Meeting Tables*
- *Height Adjustable Tables*
- *Filing + Storage*
- *Monitor Arms*

The link below will outline the products in detail as well as some exceptions to the new "best in class" warranty.

[Lifetime Warranty Statement](#)

New Consolidated Freight Program



For the US:

- *Orders under \$2,500 list will incur a \$25 net fee*
- *Orders between \$2,501 list and \$5,000 list will incur a flat \$100 net fee*
- *Orders between \$5,001 list and \$7,000 list will incur a flat \$200 net fee*
- *Orders over \$7,001+ list ships free*
- *Residential freight deliveries will incur an incremental flat \$70 net fee*

For Canada:

- *Orders under \$3,125 (CAD) list will incur a flat \$50 (CAD) net fee*
- *Orders between \$3,126 (CAD) list and \$6,250 (CAD) list will incur a flat \$125 (CAD) net fee*
- *Orders between \$6,251 (CAD) list and \$9,375 (CAD) list will incur a flat \$250 (CAD) net fee*
- *Orders over \$9,376 (CAD) list ships free*
- *Residential freight deliveries will incur an incremental flat \$140 (CAD) net fee*

Fellowes is excited to share that we have a new consolidated freight program for all product categories. This takes effect on orders May 1st and includes all products produced and shipped from our Fellowes Holland, Michigan (Quincy) manufacturing facility and/or the Nevada Distribution Center.

This freight program applies to all Contract Interiors product (i.e.: Modular Walls, Systems, Casegoods, Tables, Filing and Storage, Seating, Monitor Arms, Height Adjustable Tables, Lighting, Power Solutions, Keyboard Solutions, etc.), except Air Purification products. The program is now tiered based upon list price order size (see bulleted details).

Project samples and replacement parts are outside this freight program. Again as a reminder, the Air Purification (i.e.: AMP3) products are not included in the new freight program. Please reach out to your Customer Service Representative if you have any questions or require additional information regarding the new and improved program.



Overview &
Order Information

Statement
of Line

Surface
Materials

Capture
Frames

Capture
Electrical

Capture
Tiles

Capture
Components

Capture
Filing & Storage

Terms & Policies

Lifetime Warranty

Fellowes warrants to the original purchaser that the products described in its price lists, sold after May 1, 2023, will be free from defects in materials and workmanship commencing with the date of initial purchase and continuing for as long as the original owner uses these products. This warranty provides limits on the following products:

	Products	Components
10 Years	<ul style="list-style-type: none">• Lighting• Power Solutions• Hana Series• Palm Rests/Mouse Pads/ Pencil Drawers	<ul style="list-style-type: none">• Panel and Wall Textiles
5 Years		<ul style="list-style-type: none">• Upholstered Cushions• PET and Acrylic Screens and Modesties• Seating Mesh• Plastic Components• Paint
Not Covered		<ul style="list-style-type: none">• Customer's Own Material• Custom Requested Logos• Special Paint Textures and Finishes

- The following exceptions apply to all product lines:
- The Fellowes warranty applies to normal Eight hour, Forty hours per week office use.
 - Damage caused by improper treatment of the product including exposure to unusual environmental conditions (extreme climates, acids, and moisture)

This comprehensive warranty applies to all products installed or reconfigured by a Fellowes authorized installer. Fellowes will repair, or at its sole option, replace defective merchandise, free of charge, which, when used normally and pursuant to Fellowes' published instructions, and applicable planning guide information, prove to be defective within the period stated. This remedy is expressly agreed to be exclusive as a condition of sale. No person is authorized to assume for Fellowes any warranty liability, except as expressly set forth in this paragraph, or set forth in writing by an authorized officer of the company.

Any and all labor charge backs must be pre-approved by Fellowes' Customer Service Manager in writing. Fellowes will reimburse authorized Fellowes dealers and service centers with a credit against future orders.

This warranty does not apply to damage resulting from accident, alteration, transport, or misuse, as well as damage from normal

wear and tear such as dents, nicks, scratches, fading and improper maintenance. Fellowes employs quality measures to ensure color consistency in our products. However, due to the effects of light and other environmental factors, no guarantee can be made for an exact match to product in an existing installation.

Fellowes makes no warranty to purchasers who acquire products for personal, family, or household purposes, or to purchasers acquiring the product other than directly from Fellowes, its authorized dealers, or others who are specifically authorized by Fellowes to sell such products. Fellowes' liability with respect to its products shall not exceed that expressly set forth above irrespective of the theory upon which a claim might be based, including negligence. Under no circumstances shall Fellowes be liable for incidental or consequential damages. Original product label must be attached to the product in question.

The warranty period is not interrupted or prolonged by the performance of a service under the terms of the warranty. There are no other warranties except as expressly set forth above, either express or implied, and Fellowes expressly disclaims any warranty of design, merchantability or fitness for any purpose.

This warranty supersedes all previously printed Fellowes warranties.