

# Ready to Ship

Frequently asked questions around process, pricing, and overall program details for the Allsteel Ready to Ship program.

Allsteel®

## Q: What is Allsteel's Ready to Ship Program?

A: Ready to Ship supports corporate clients looking for a solution for their increasing remote workforce with a selection of best-selling Allsteel products available on an expedited timeline.

## Q: How does the Ready to Ship Program benefit me?

A: Ready to Ship connects you to the capability of ordering a selected set of Allsteel SKUs that can be delivered in a quicker window than our standard delivery. You will be able to execute orders using your standard ordering process and product can be shipped directly to the customer.

## Q: What product is on the program?

A: The program includes a curated set of products designed to satisfy an individual workplace need, including a selection of height-adjustable tables, task chairs, storage pieces, monitor arms, and power management.

## Q: What is the dealer discounting for the Ready to Ship program?

A:

PRODUCT	DISCOUNT
Altitude A6, Approach, Worksurfaces, Cable Management, and Power	78%
Radii Slim Pedestal	74%
Evo, Lyric, and Mimeo Seating	69%
Pivot Monitor Arms	67%

## Q: How does the Ready to Ship process work?

A: You will place your order as you normally would, leveraging the available and stocked SKUs, selecting a Ready to Ship contract code based on your specific needs.

## Q: How does the product ship? And what will it cost?

A: When using contract B066 product will ship directly to the customer via FedEx and deliver within 2-6 days. This contract will require a freight charge of 5% of list. Contract B065 will deliver to the dealer via lane date within 7-11 days. This contract will align with your standard Allsteel freight terms.

CONTRACT CODE	SHIPPING TERMS	COST
B066	Delivered to customer in 2-6 Days via FedEx	5% of list
B065	Delivered to dealer warehouse in 7-11 days via lane date.	Standard dealer freight terms

## Q: Is this product covered by warranty?

A: Yes, these products are backed by our standard Allsteel Limited Lifetime Warranty.

# Ready to Ship

Frequently asked questions around process, pricing, and overall program details for the Allsteel Ready to Ship program.

Allsteel®

**Q: Are the Ready to Ship products available in CAP and CET?**

A: Many of the products in the Ready to Ship program are already available in CET, with additional products being added at the beginning of November. In CAP, these products will be available in the October and November catalog updates.

**Q: Who will I contact with questions or issues?**

A: You will reach out to Allsteel Customer Support (1-888-255-7833).

**Q: What if the end user calls Allsteel customer support with an issue?**

A: Customer support will take their serial number and reach out directly to the appropriate dealer.

**Q: What if the product is damaged or missing components?**

A: Contact Allsteel customer support for expedited resolution.

**Q: What if the customer wants to return the product?**

A: A return will follow Allsteel's standard warranty and return policy. Once approved by customer support the product must be returned in original carton/inner packaging and a restocking fee as well as return freight will be charged to the dealer.

**Q: Will there be a tracking number available for products that are shipped FedEx?**

A: A tracking number will be easily accessible via your order status tab in the Community Powered by HNI.

**Q: Will I receive Edge points for the Ready to Ship products that I sell?**

A: Yes, you will receive 1% on all Ready to Ship products ordered under the identified contracts.

**Q: Where can I find marketing material and sales tools related to Ready to Ship?**

A: You can find all content on Brand Connect by searching "Ready to Ship."

**Q: Why did my order arrive on different days?**

A: The process starts with Allsteel bringing your desk to a FedEx warehouse. FedEx sorts packages for efficient deliveries. Sometimes small packages go down one conveyor belt and large packages go down another line. It is possible for these two packages to be put on two different trucks, causing one of your products to arrive 1-2 days before the other.