

## TERMS OF SALE

Net 45 days or by Controller Transfer. Orders from California State Agencies are exempt from State Account tax and federal excise tax. All other agencies must add current State Account tax to orders.

Prices shown cover standard products only. Prices and specifications are subject to change without prior notice.

CALPIA unit prices include delivery within California strictly to dockside locations excluding major projects. Applicable prices are those prices in effect at the time of receipt of purchase order or those established by awarded contract or bid. Prices are domestic prices only for shipment within the continental United States.

## MINIMUM ORDER

No minimum order requirements.

## ACKNOWLEDGMENTS

Upon receipt of a completed purchase order, CALPIA will issue an Order Acknowledgment to **both the bill-to and ship-to addresses**. Orders will be manufactured and invoiced based upon the information on the acknowledgment. **If there is any discrepancy, please notify CALPIA immediately.**

After the date of acknowledgment, orders may not be changed or cancelled in whole or in part without the written agreement of all parties concerned.

## ORDER INFORMATION

Purchase orders are to be sent to:  
CALPIA  
Attn: Customer Service  
560 E Natoma Street  
Folsom, CA 95630-2200  
OR  
[Customerservice@calpia.ca.gov](mailto:Customerservice@calpia.ca.gov)

All Orders Must Include:

- Ship-to and bill-to addresses
- Authorized signature to encumber funds
- Agency funding source: fund, agency, fiscal year, reference (State agencies only)
- Agency contact person and public telephone number including area code
- Bid number, if applicable
- Complete 10-digit item number
- Specific colors, finishes and options

Please do not FAX orders or any documents which may include credit

card information – this is a “phone-in” process only. For billing questions, you may call 916-358-2684. To cancel, call Customer Service at 916-358-2733.

## CREDIT CARD ORDERS

Customers may use one of several major credit cards accepted by CALPIA. (Visa, Mastercard or Discovery) Orders may be placed via our online store or by contacting Customer Service at 916-358-2733.

## BID ORDERS

Purchase orders based on successfully awarded bids must have the applicable bid number written **noticeably on the order**.

## EXEMPTION POLICY

State agencies may be granted exemptions by CALPIA to procure products from other sources. Agencies seeking exemptions will be directed to their assigned CALPIA sales representative. If the product involved is not made by CALPIA, or for economic or technical reasons cannot be made, an exemption may be granted for outside procurement. The assigned CALPIA sales representative will review all exemption requests. For all such requests the CALPIA Exemption Request Form must be completed and submitted to CALPIA. All approved requests must be maintained in the requesting departments procurement transaction file as proof of approval. **It is the customers responsibility to cancel any existing purchase orders for item(s) no longer required as a result of the exemption per the cancellation policy below.**

## WARRANTY POLICY

CALPIA warrants to the original purchaser that products are free from defects in materials and workmanship from original purchase date. The specified warranty period does not cover wear and tear or abuse. The warranty applies for products delivered/installed at the shipping destination only. The customer agrees to use CALPIA products properly: not to remove or alter safety devices, warnings or operating instructions placed on the products, and to instruct employees as to the proper care and use of products according to the information provided by CALPIA.

## DELIVERY AND TIMING

CALPIA products are made to order rather than being pre-made and warehoused. Each item has its own unique production time line.

Additionally, CALPIA uses several delivery options (CALPIA Truck, Common Carrier, or GSO) determined by the product ordered and geographic area of the purchaser. Your estimated ship date can be found on the CALPIA website at <https://catalog.calpia.ca.gov/order-status/>. A sales order acknowledgement is available upon request by contacting our Customer Service Department. If you made the purchase with a credit card, your credit card will not be charged prior to shipment of your order. CALPIA will make every attempt to meet scheduled delivery dates. If CALPIA cannot deliver product as scheduled due to causes beyond its control, i.e., casual labor disputes or accident, inability to obtain necessary labor, material or transportation, or changes requested by the customer, the delivery date will be examined by CALPIA and a new date will be established.

## OUT-OF-STATE-DELIVERIES

Out-of-state delivery will be FOB shipping point. CALPIA will ship prepaid and the freight charges will be added to the invoice. Estimated freight charges must be included as an additional line item on the purchase order. Prior to submitting a purchase order to CALPIA, please contact the CALPIA Sales Department for estimated freight charges. Sales Contact Information: 916-323-2419 or [salesinfo@calpia.ca.gov](mailto:salesinfo@calpia.ca.gov).

## PRIOR NOTIFICATION

If you would like to be notified prior to delivery, the request must be made on the purchase order with a contact name and telephone number.

## REDELIVERY/PICKUP OF FREIGHT

When redelivery of merchandise is required because the customer is not ready to accept merchandise and no notification of this fact is given to CALPIA at least one week prior to the scheduled ship date, the actual costs for freight, restocking, and re-handling will be billed to the customer.

If customer requires pick-up of damaged merchandise due to the item not being available at time replacement item was delivered, customer will be charged actual cost to pick-up.

## CHANGES AND CANCELLATIONS

Changes and cancellations are subject to approval by CALPIA. Requests must be submitted in writing and refer back to the original order.

A Change Order Acknowledgment will be forwarded if approved. Change orders and cancellations are subject to additional charges for reimbursement of costs incurred. If the order has already been shipped at the time of cancellation, shipping costs are the responsibility of the customer. Orders for nonstandard and custom products are not subject to cancellation.

## SHIPMENT DAMAGE/SHORTAGES

All shipments should be carefully inspected by the customer before acceptance. If damage or shortage has occurred and the delivery is accepted or refused, the damage or shortage must be noted on the Bill of Lading at the time of delivery. The Bill of Lading must be signed and include the printed name of both the receiver and driver. All types of product damage or shortage must be reported to CALPIA Customer Service at [customerservice@calpia.ca.gov](mailto:customerservice@calpia.ca.gov) or 916-358-2733 or via the Green Check Mark at [calpia.ca.gov](http://calpia.ca.gov) within fifteen (15) days of the product delivery date or sixty (60) days from the invoice date. CALPIA requires that before any **credit/replacement** can be processed all **damaged/spoiled** product must be verified by a CALPIA representative to confirm and investigate for possible damage source and quantities. CALPIA cannot process any **damaged/spoilage** claims if the product has been disposed of prior to inspection.

## RETURN POLICY

CALPIA reserves the right to refuse the return of standard, non-standard (custom), or altered products.

To return unused, undamaged products, customers must request a **Returned Merchandise Authorization (RMA)** through the CALPIA Customer Service Branch. Credit cannot be issued for stock without prior authorization. Product must be returned to CALPIA via a Returned Merchandise Authorization for credit. All requests must be made within **30 days** after receipt of item (s) with the following exceptions: apparel, miscellaneous textiles, flags, gloves, boots and shoes, mesh signs and binders must be made within **90 days** after receipt. Warranty returns are not accepted for these products.

If a return is authorized, CALPIA will make arrangements for pickup and bill the customer for round-trip freight charges. Customers should not make their own arrangements, and/or the items are shipped freight prepaid. Damaged items will be refused.

Returns are subject to a 25% restocking charge.

If CALPIA determines that a returned item has been used, modified or altered in any way, the item will be returned to the customers at their expense and a credit will not be issued.

Refer to the Shipment Damages/Shortages and Warranty Policy sections of Terms and Conditions for additional information on returns.

## FURNISHINGS

### WARRANTY

It is the customer's responsibility to inspect items at the time of delivery to the extent practical. Damaged merchandise must be reported within 10 days of delivery.

If any defect is discovered within the warranty period, CALPIA must be notified in writing within 15 business days of discovery of the defect. Warranty returns must be accompanied by proof of purchase.

- Furniture, including seating, is warranted for 5 years.
- Residential Hall Furniture is warranted for 10 years.

CALPIA will attempt to repair the damaged item first. If the item is not repairable, CALPIA will replace the damaged item covered by warranty with the exact same item. If that item has been discontinued and is no longer available, CALPIA will at its discretion, substitute a similar or like item which may be priced higher or lower than the cost of the original item.

Refer to the Return Policy section of the General Terms and Conditions for the procedure to obtain return authorization.

### COMPONENT PARTS

Replacement parts may be available for purchase for current CALPIA products. Replacement parts for discontinued products may be available for a limited time. Contact Sales for price and part number at [salesinfo@calpia.ca.gov](mailto:salesinfo@calpia.ca.gov).

### PRODUCT RECYCLE INFORMATION

Pursuant to California Public Contract Code (PCC) § 12200-12217, CALPIA meets minimum requirements for Recycle Materials, Goods, Supplies and is compliant with the reporting component for the State Agency Buy Recycled Campaign (SABRC) as administered by CALRecycle. Only specific products are required to be SABRC compliant.

### FREIGHT CHARGES

Prices quoted includes freight prepaid to destination within California via carrier of CALPIA's choice, excluding (1) Specialty Orders and Projects, (2) Residential Hall Furniture and

Mattresses, (3) New Building Installation, (4) Large quantity orders and (5) Options and Accessories.

Contact your CALPIA sales representative for freight and Set-In-Place charges for orders with special requirements.

### OUT-OF-STATE DELIVERIES

Out-of-state delivery will be FOB shipping point. CALPIA will ship prepaid and the freight charges will be added to the invoice. Estimated freight charges must be included as an additional line item on the purchase order. Prior to submitting a purchase order to CALPIA, please contact the CALPIA Sales Department for estimated freight charges. Sales Contact: 916-323-2419 or [salesinfo@calpia.ca.gov](mailto:salesinfo@calpia.ca.gov).

### SET-IN-PLACE CHARGES

To determine the type of delivery required for your order and the appropriate charge, refer to the delivery information below. There are three delivery types available: dockside, set-in-place, or set-in-place/assembly. Dockside delivery is included in the list price. The type of delivery requested **MUST** be indicated on **ALL** furniture orders. If set-in-place or assembly is required, appropriate charges must be authorized. CALPIA cannot provide set-in-place and/or assembly for items previously received.

1. **Dockside Delivery** is delivery to either the building loading dock or to any accessible first floor entrance location within 50 feet from the point of unloading carrier truck.
2. **Set-In-Place Delivery** is delivery to your office location with furniture items placed at point of use or a delivery over 50 feet from point of unloading carrier truck. This service includes unboxing and removal of packaging material. It does not include assembly. Please notify Customer Service in advance of delivery of any possible delivery obstacles, e.g., no available freight elevator, narrow stairs, and/or stair wells or other obstacles.

**NOTE: Moving existing furniture prior to set-in-place of new furniture is the responsibility of the customer.**

3. Set-In-Place/Assembly service includes set-in-place delivery and connecting or assembling furniture pieces at point of use.

### INSTALLATION INSTRUCTIONS

Purchase orders must specify item and placement (right, left or center when appropriate) on items requiring factory installation.

### SPECIAL HANDLING

Please contact your sales representative at 916-323-2419 regarding:

1. Freight
2. Set-in-place charges
3. Coordinated Major
4. Projects Residential Hall
5. Furniture New Building
6. Installation Large Quantity Orders

### STORAGE FEES

CALPIA storage space is limited. Contingent upon storage space availability and CALPIA approval, customer items may be stored by CALPIA. Storage fees may apply when the scheduled delivery date is delayed at the customers request. Storage fees will be assessed on a per pallet basis. The customer must notify CALPIA immediately when the new delivery date is known so delivery can be rescheduled.

### QUICK SHIP

Quick Ship Guidelines:

1. 10 days or less from your order being placed to your chair being delivered to your agency.
2. Limited to quantities of 10 chairs or less.
3. Available in Ebony color only.
4. Dockside delivery only. No Set-In-Place and no special instructions are available.
5. Quick Ship ONLY available on selected chairs.

## BEDDING PRODUCTS

### WARRANTY

Innerspring mattresses have a **5-year limited warranty** on material and workmanship as follows (**Note:** Stains, soil, and damaged border wire negate any warranty): **Two years** from the date of delivery, CALPIA at its option and expense, will repair or replace any innerspring mattress which, under normal usage, fails to meet specifications. If the product has been discontinued, a comparable mattress will be provided.

**Three to five years** from date of delivery, CALPIA, at its discretion, will credit the customer at a prorated amount based on the original selling price of the product. For example, mattresses returned after 36 months from delivery could receive a 24-month credit of the original price, i.e., a credit of 40% of the sale price.

Vinyl - Cotton and Foam core mattresses have a **1-year limited warranty** on the Vinyl cover and **5-year limited warranty** on the cotton/foam core.

Cotton core mattresses (new and refurbished), foam mattresses and pillows at CALPIA's discretion will be replaced or repaired free of charge if the product is judged to be defective. It is the customer's responsibility to inspect items at time of delivery to the extent practical. Damaged merchandise must be reported within 10 days of delivery (see Shipment Damage/ Shortages section under General Terms). If any defect is discovered within the warranty period, notification must be made in writing, promptly to CALPIA. Proof of purchase must be provided for repair or replacement within the warranty period.

CALPIA reserves the right to examine mattresses/pillows on-site, prior to their return if reported as defective or damaged.

### FREIGHT CHARGES

Prices quoted for bedding products include freight prepaid to dockside destinations within California only via a carrier of CALPIA's choice.

Set-in-place delivery charged on all bedding products are assessed on a case-by-case basis. Call your sales representative for a quote for set-in-place delivery or freight to destinations outside California.

### STORAGE FEES

Storage fees for mattresses may apply when the scheduled delivery date is changed to a later date by the customer or delivery is refused and it is necessary for CALPIA or the carrier to store manufactured mattress. CALPIA is to be notified immediately by the customer when it is known the scheduled delivery date is to be changed.

### FLAMMABILITY TESTING

CALPIA manufactures mattresses to meet or exceed the applicable flammability testing requirements set forth by the California Bureau of Home Furnishings in California Technical Bulletins 117 and 129, depending on the mattress use.

All mattresses manufactured on or after July 1, 2007 meet the Federal flammability requirements of 16CFR 1633. Refer to the "Bedding" section of the online catalog for specific information on flammability tests. There are no State or Federal flammability requirements or testing for pillows at this printing.

### SET-IN-PLACE AND DELIVERY

#### Furniture/Cabinets/Files

- Refer to online catalog for the most current set-in-place charges.

### SET-IN-PLACE AND ASSEMBLY CHARGES

#### Furniture/Cabinets/Files

- Items such as secretarial and executive desks and work centers with returns, peninsulas, bridges, and the larger tables require assembly on site. If you choose to assemble items yourself, use the standard set-in-place charge applicable.
- Refer to online catalog for the most current set-in-place and assembly charges.

Standard Set-In-Place charges may not apply to:

- (1) Coordinated Major Projects
- (2) Residential Hall Furniture
- (3) New Building Installation
- (4) Large Quantity Orders

Contact your CALPIA sales representative for a quote for orders that have special requirements before PO is submitted.

#### Industrial Shelving

Dockside delivery is included in unit pricing. Set-In-Place is not available.

Shelving is shipped palletized. Customers are required to have a receiving dock and/or a forklift or pallet jack.

CALPIA Installation is Not Available

Set-In-Place charge per unit is included in the item description in the CALPIA online catalog ([catalog.calpia.ca.gov](http://catalog.calpia.ca.gov)) or contact Sales or Customer Service for applicable charges

#### **CALPIA Customer Service**

916-358-2733  
[customerservice@calpia.ca.gov](mailto:customerservice@calpia.ca.gov)

#### **CALPIA Sales**

916-323-2419  
[salesinfo@calpia.ca.gov](mailto:salesinfo@calpia.ca.gov)

### **Furniture/Steel Cabinets**

Steel cabinets (Storage and Wardrobe) meet California Building Code, Title 24, Part 2, Vol2, Chap. 16, Section 1604- General Design Requirements, (Earthquake Safety) seismic standards, if installed per manufacturer's instructions.

**Installation is the responsibility of the purchaser.** Installation hardware is included with each unit.

In accordance with the California Building Code, Title 24, Part 2, Vol. 2, Chap. 16, Section 1604- General design Requirements, prior to use of the shelving system, cabinets, etc., the structure must be anchored in accordance with drawings supplied by the manufacturer.

Local agencies should check with their governing bodies to determine if compliance with UBC/CAC is required.

### **Industrial Shelving**

The industrial steel shelving components manufactured by CALPIA when assembled and anchored as prescribed by CALPIA are certified by the division of the State Architect (DSA) to be compliant with California Building Code, Title 24, Part 2, Vol. 2, Chap. 16, Section 1604 – General Design Requirements.

Any other sizes, configurations, anchorages, etc., that the end user may wish to order shall require additional calculations, prepared and signed by a California licensed structural or civil engineer substantiating compliance of the shelving installation to the California Administrative Code. These calculations shall be the responsibility of the end user.

To access the full California Building Code see: <http://shop.iccsafe.org/state-and-local-codes/california.html>

If you have any questions, please contact your CALPIA sales representative or call 916-323-2419.



## FOOD PRODUCTS

### TERMS OF SALE

Net 45 days or by Controller Transfer. Orders from California State agencies are exempt from State Account tax and federal excise tax.

CALPIA unit prices include delivery within California to a single dockside location. Prices are domestic prices only for shipments within current delivery routes and schedules.

Prices are issued weekly and are listed in the Food Products section of the CALPIA online catalog. Prices are applied as of date of shipment. Prices and specifications are subject to change without prior notice.

Meat, Poultry, Egg and Juice prices are subject to market, fluctuations and the market price obtained for production needs.

### MINIMUM ORDER

Minimum order of \$250.00 per delivery is required. CALPIA approval is required for smaller orders.

### ACKNOWLEDGMENTS

Upon receipt of a completed purchase order, CALPIA will issue an Order Acknowledgment to both the bill-to and ship-to addresses. Orders will be shipped based on the delivery schedule provided by the customer.

### DELIVERY

**For information on delivery dates in your area, contact Customer Service at [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) or 916-358-2733. Please email a copy of your signed purchase order with the delivery schedule to [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) to ensure timely delivery. Customer Service contact information is also available on the weekly price sheet.**

CALPIA will make every attempt to meet scheduled delivery dates. If CALPIA cannot deliver product as scheduled due to causes beyond its control, i.e., causal labor disputes or accidents, inability to obtain necessary labor, material or transportation, or changes requested by the customer, the delivery date will be examined, and a new date will be established based on CALPIA and customer needs. Customer's signature on CALPIA delivery receipts acknowledges acceptance of product as well as

shipping baskets, crates, pallets, dollies and skids. Failure to return empty shipping containers will result in increased prices. Empty shipping containers must be assembled by the purchaser for convenient pick up at the delivery point.

### ORDER INFORMATION

Orders/Delivery Schedules must be submitted in the original excel format 30 calendar days prior to the beginning of each quarter. Orders should include product for a minimum of one quarter.

Purchase orders are to be sent to the Food Orders Inbox:  
[food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov)

All orders must include:

- Ship-to and bill-to addresses
- Authorized signature to encumber funds
- Agency funding source: fund, agency, fiscal year, reference (State agencies only)
- Agency contact person and public telephone number including area code
- Bid number if applicable
- Complete 10-digit item number
- Delivery schedule (in original format)

### BID ORDERS

Purchase orders based on successfully awarded bids must have the applicable bid number written **noticeably** on the order.

### EXEMPTION POLICY

State agencies may be granted exemptions by CALPIA to procure products from other sources. Agencies seeking exemptions will be directed to their assigned CALPIA sales representative. If the product involved is not made by CALPIA, or for economic or technical reasons cannot be made, and exemption may be granted for outside procurement. The assigned CALPIA sales representative will review all exemption requests. For all such requests the CALPIA Exemption Request Form must be completed and submitted to CALPIA. All approved requests must be maintained in the requesting departments procurement transaction files as proof of approval. It is the customers responsibility to cancel any existing purchase orders for item(s) no longer required as a result of the exemption.

### PRIOR NOTIFICATION

If you would like to be notified prior to delivery, the request must be made on the purchase order or by contacting the factory representative.

### REDELIVERY OF FREIGHT

When redelivery of merchandise is required because the customer is not ready to accept merchandise and no notification of this fact is given to CALPIA, the actual costs for freight, restocking, and re-handling will be billed to the customer.

### CHANGES AND CANCELLATIONS

Changes and cancellations of individual deliveries must be made through the Food Orders Inbox at [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov). See Delivery Schedule Factory Notification for working days notice.

Requests for cancellation must be submitted in writing, include a revised delivery schedule, and refer back to the original order. Change orders and cancellations are subject to additional charges for reimbursement of costs incurred. A change order cannot be accepted if the order has already been shipped. Orders for nonstandard and custom products are not subject to cancellation. Please see page 8 for the amended delivery schedule factory notification.

### SHIPMENT DAMAGE/SHORTAGES

All shipments should be carefully inspected by the customer before acceptance. If damage or shortage has occurred and the delivery is accepted, the damage or shortage must be noted on the Bill of Lading at the time of delivery. Any discrepancies must be noted and initialed by the driver and the receiver. The Bill of Lading must be signed and include the printed name of both the receiver and driver. All types of product damage or shortage must be reported to CALPIA via the Green Check Mark at [calpia.ca.gov](http://calpia.ca.gov) within fifteen (15) days of the product delivery date or sixty (60) days from the invoice date.

CALPIA requires that before any **credit/replacement** can be processed all **damaged/spoiled** product must be verified by a CALPIA representative to confirm and investigate possible damage source and quantities. CALPIA cannot process any **damaged/spoilage** claims if the product has been disposed of prior to inspection.

## WARRANTY AND RETURN POLICY

CALPIA warrants to the original purchaser that products are free from defects in materials and workmanship. Customer wear and tear or abuse are not covered by warranty.

The customer agrees to use CALPIA products properly and to instruct employees as to the proper care and use of products.

All products shall comply with all applicable Federal and State Mandatory requirements and regulations relating to preparation, packaging, labeling, storage, distribution and sales of the product within the commercial marketplace.

CALPIA will replace damaged or defective food products. Food products absent of damage or defects can not be returned.

## GENERAL CORRESPONDENCE

For all questions, please contact:

Customer Service 916-358-2733

Dan Bachilla: 916-597-8815

Joe Marti: 916-358-1601

Russell Ream: 916-417-6448

	<b>Product Shelf Life</b>
Milk Products	Fourteen (14) days from processing date if kept at 40 degrees or lower
Packaged Beverages	Thirty (30) days from Julian date on carton if kept at 40 degrees or lower
Poultry Products - Frozen	Ninety (90) days from delivery date
Meat Cutting Products - Frozen	Ninety (90) days from delivery date
Coffee - Ground	Six (6) months from pack date if kept at room temperature
Coffee - Instant	One (1) year from pack date if kept at room temperature
Eggs - Shell	Forty-five (45) days from graded date stamp
Eggs - Liquid Fresh	Ten (10) weeks from date of production
Eggs - Liquid - No Cholesterol, Nonfat	Eighteen (18) weeks from date of production
Egg Product - Frozen 30lb Pails	Twenty-Four (24) months from date of production
Eggs, Frozen, Homogenized, 12-2lb Carton	Twelve (12) months from date of production
Almonds	One (1) year from pack date if kept at room temperature
Bread Products	Thirteen (13) days from Julian date on bread package if kept at room temperature
Cookies	Six (6) months from pack date if kept at room temperature
Jelly	One (1) year from pack date
Peanut Butter	One (1) year from pack date
Syrup	One (1) year from pack date
Prepackaged Meals (PB&J Box Lunches)	Thirteen (13) days from Julian date on lunch package if kept at room temperature
Prepackaged Meals (Hummus Lunches)	Ninety (90) days from Julian date on lunch package if kept at room temperature

## Amended Delivery Schedule Factory Notification

To change food deliveries, please **email** revised delivery schedules to [food.orders@calpia.ca.gov](mailto:food.orders@calpia.ca.gov) with the following advance notice:

ProductLine	PleaseProvide:
Bakery	Five (5) Working Days' Notice
Beverage Packaging	Ten (10) Working Days' Notice
Coffee	Ten (10) Working Days' Notice
DairyCSP-Corcoran	Ten (10) Working Days' Notice
Eggs	Fifteen (15) Working Days' Notice
Food Packaging	Ten (10) Working Days' Notice
Meat Cutting	Ten (10) Working Days' Notice
Poultry	Ten (10) Working Days' Notice