

CONTACTS

- Websites: www.maispace.com, www.alurwalls.com, www.officeofthefuture.com
- Email: info@maispace.com
- Customer Service Direct: 973-446-2300 x0
- Visit [Dealer Resource Center](#) for more information

PROJECT REGISTRATION

- Project Registration is not required if a CAD Request has been submitted and approved
- All submitted project registrations must be approved by the local MAI representative
- Brokers and architectural firms cannot be registered
- MAI reserves the right to accept or reject Project Registrations
- An approved Project Registration is valid for 90 days

CAD/QUOTE REQUESTS

- For pricing, complete a CAD Request at [Dealer Resource Center](#)
- All requests must be approved by the local MAI representative before any work begins
- Allow 3-5 business days for turnaround time, and rush projects may be chargeable (see below)
- No work will begin without a fully completed request form and required drawings (see below for details)
- Dealer is responsible for the accuracy of all info provided and specified
- Initial CAD drawing, furniture specification or wall quote and one revision are free
 - Additional revisions require \$30/hr payment by credit card before any work begins
 - The \$30/hr revision fee is refunded within 10 business days of project order if the order is awarded to MAI
 - Rush projects that required overtime work require \$45/hr payment by credit card before any work begins
- A non-refundable \$30/hr design fee is applied to all reconfigurations

FURNITURE CAD REQUESTS

- Only one furniture system option will be specified per project
- Dealer must provide a complete request form and submit drawings with the following information before the project begins:
 - Overall dimensions
 - Station count
 - Panel sizes and placement
 - Tile selection and position
 - Component quantities
 - Number and placement of receptacles (above or below)
 - In-feeds and location (floor or ceiling)
 - Fabric grade and finish selection
- Dealer must review drawings and specs that MAI sends for accuracy, and must sign/send the CAD Check List at the time of order
- Installation drawings will be provided before install begins after order entry

WALL QUOTE REQUESTS

- Dealer must provide a complete request form and submit drawings with the following information before the project begins:
 - Overall layout
 - Ceiling height
 - Ceiling & flooring information
 - Door type, hardware type, count, location & handing
 - Configuration (wall-to-wall vs. nib wall between offices)
 - Drywall cover type, count & location
- Shop drawings will be provided for production and installation after receipt of purchase order
- Initial and final shop drawings that reflect field verified dimensions are free
 - Additional revisions require a non-refundable \$60/hr payment by credit card before any work begins
 - Allow 1-5 days to turn around shop drawings
- For further details, refer to ALUR Process & Notes

ORDER ENTRY

- Orders are accepted all week, and the deadline each week is Thursday 3pm eastern time
- Email Karrie Ann Thoresen at kthoresen@maispace.com for furniture orders
 - REQUIRED: Purchase Order (PO), completed CAD Check List, payment subject to credit terms established by MAI
- Email Mindy ten-Hoeve at mtenhoeve@maispace.com for wall orders
 - REQUIRED: PO, signed shop drawings, 50% deposit
- OR fax orders to 973-446-2399, ATTN: Order Entry
- Loading requirements must be submitted at time of order
- Separate POs are required to load per floor or area on larger order \$150,000 list or more
- No changes/cancellations accepted after order is processed
 - Add-on orders will receive the same project discount for a period of 90 days after date of last shipment after which time all add-on orders will revert to standard discount

DISCOUNTING & FREIGHT

- Discounts
 - Furniture Discount: contact your local MAI representative for discounting
 - Wall Discount: refer to project-specific quote
- Freight
 - MAI selects the carrier and routing method on all prepaid shipments
 - Furniture orders under \$25,000 list will be plus freight
 - Furniture orders of \$25,000 list and greater includes prepaid freight to destinations in the continental U.S.
 - Refer to project-specific quote for wall order freight fees
- Alaska, Hawaii & International Freight (Caribbean)
 - MAI pays for the ocean freight only
 - Additional charges will be the responsibility of the purchaser, including but not limited to duty and customs fees and pickup from the port

PAYMENT

- Payment terms
 - All dealers are required to complete a credit application
 - Credit terms must be established in advance of order entry
 - 50% deposit required on all ALUR orders
 - Based on credit terms established, balance due on invoices is net 30 days from the date of the invoice
 - New dealers without credit terms established must send 50% deposit prior to order entry and balance before shipment
 - MAI sends invoice for balance due at time of shipment.
 - For further information, see MAI Credit Policy
- Dealers not paying within terms are subject to 100% prepayment
- MAI reserves the right to amend credit terms at any time
- Make checks payable to “MAI”
- To save on postage and snail mail transit time, customers can email a scanned copy of signed checks with permission to ACH
- Contact MAI for bill direct and wire transfers

LEAD TIME

- West of the Mississippi River: standard size order ships from Gardena, CA during the 5th/6th week after order processing
- East of the Mississippi River: standard size order ships from Pine Brook, NJ during the 6th/7th week after order processing
- ALUR Quick Ship: certain wall only projects 200LF or less may qualify for shipping 2 weeks after order processing
- Lead time starts after receipt of all required documents and payment as outlined above in Order Entry section (e.g. if MAI receives PO, signed shop drawings and 50% deposit for an ALUR order on a Friday, then the lead time does not start until the following Thursday except when the order is to air ship or qualifies for quick ship, which will start the clock immediately).
- Lead time is contingent on fabric availability and any other circumstances beyond MAI's control
- Following conditions require additional lead time; consult with MAI Customer Service:
 - Specials and COM
 - \$100,000 or \$150,000 list order or greater for furniture (depending on destination)
 - 400 LF or greater of ALUR Walls
- Factory Holidays: one week in January/February and September/October
 - Orders will be scheduled out an extra week during these periods
 - ALUR shop drawings will be delayed during this time

SPECIALS & COM ORDERS

- Furniture
 - Special worksurface
 - Special length worksurface: use price of next standard size up
 - Special shape worksurfaces requires \$50 net set-up fee for each size
 - Special laminate
 - For non-standard Wilsonart laminates, add 15% to list price
 - For Nevamar, Pionite or Formica laminates, add 25% to list price
 - COM fabric must be provided by customer
 - Send 1 yard sample to MAI for testing
 - All fabric is railroaded unless specified otherwise
- Walls
 - Custom hardware is subject to testing and approval by MAI. Custom hardware may affect the lead time.
 - Powder coated frames in standard MAI paint colors are available for an up-charge on projects over 200 linear feet. For custom colors, the minimum is 500 linear feet, and a physical color match sample must be sent to MAI for evaluation. Extended lead time applies.

DELIVERY

- Deliveries (except ALUR glass) are made Monday to Friday between 10 AM – 4 PM
 - Estimated week of delivery is noted on order acknowledgement
 - Carrier will contact receiver within 48 hours of delivery
 - Labels will indicate product info, SO# and Dealer PO#
 - After the allotted 4 hour unloading period, a wait fee is applied (consult MAI Customer Service)
- Changes to ship-to addresses can be made up to 2 weeks prior to the ship date, after which a \$100 administration fee will be assessed
- LTL orders must ship to installer's warehouse
- TL (aka Drop Ship) orders (\$150K list or more in furniture) may ship to jobsite via 20' or 40' containers
 - Includes frames, connectors, trims, tiles (Value Choice fabric), and veneer and thermofused laminate worksurfaces
 - Containers are loose packed (no pallets) except for tiles and worksurfaces
 - The following items (palletized and shrink wrapped) must ship to installer's warehouse via common carrier LTL
 - Electrical and data cabling
 - Task Lighting
 - Standard fabric tiles
 - Laminate worksurfaces
 - Keyboards and paper management accessories
- ALUR extrusions are shipped in tubes or wooden crates depending on the size of project; hardware is shipped in boxes
- MAI is not responsible for any delays by the trucking company
- All deliveries are tailgate only unless MAI is installing
- Additional charges apply for the following:
 - Jobsite delivery (other than glass for ALUR Walls and drop shipment containers)
 - Expedited air freight
 - Overtime delivery
 - Special packaging instructions
 - Carry up, scissor lift, or any special jobsite condition
 - Deliveries refused during the first attempt resulting in return trip(s)

STORAGE & DEMURRAGE

- Any delays in receiving shipment(s) will incur storage and demurrage charges. Please contact MAI Customer Service for a quote.
- NOTE: Purchaser will make payments on product shipped to destination based on MAI's established payment terms. MAI may transfer product to storage at the purchaser's risk and expense if the purchaser is unable to take delivery of product as scheduled. Upon such transfer to storage, the purchaser assumes risk of loss and damage. MAI will invoice the purchaser on a monthly basis for storage fees and the purchaser will make payments in accordance with the MAI's standard payment terms.

DAMAGES & SHORTAGES

- All shipments must be inspected upon delivery for damages and shortages
- Notify MAI Customer Service of any damages or shortages within 72 hours after receipt of product
- Claims made after will not be accepted
- No product returns are accepted

WARRANTY

- See Warranty on [Dealer Resource Center](#)

SAMPLES

- Standard Fabric Memo Samples
 - Contact Guilford of Maine directly at 800-544-0200 or <http://samplecenter.guilfordofmaine.com/>
 - Contact DesignTex directly at 800-221-1540 or http://www.designtex.com/panel_fabric_Product.aspx?f=35542
- Laminate Samples: Contact Wilsonart directly at 800-433-3222 or <http://samples.wilsonartcontract.com/>
- MAI proprietary items such as veneer, thermofused laminate, paint and MAI Select fabric memo samples: contact MAI Customer Service or complete Literature and Sample Requests Form on [Dealer Resource Center](#)