

CS-000650 Appendix 3

Haworth VALUE ADDED SERVICES

This Offeror offers the following Value Added Services through the CSA:

REPAIRS

Reseller's repair & service department ensures same day response to most customer needs within the Lower Mainland and Vancouver Island. We work closely with contract technicians in Kelowna, Kamloops and Prince George to provide next day service. Many parts are kept on hand, in addition there are a broad array of components available from Haworth's RUSH program that we can have shipped quickly to deal with any emergencies that cannot be resolved from our existing parts inventory.

STORAGE

1.8 cubic metre (Pallet)	Storage \$25.00 per month
Shrink Wrap Application	Labour & Material \$10.00 per pallet
In/Out	In/Out handling \$25.00 per event
Value Added Service	Clean, dry storage
	Accurate Inventory Management
	Monthly Billing (Inclusive of partial month rate)
	W / 10 days notice, large order storage available.

PRODUCT REPAIR (OUTSIDE OF WARRANTY)

\$55/hour