

The purpose of this sheet is to streamline the furniture purchase decision making process. The steps involved in moving from initial need to final closure are as follows:

- A. **Requirement:** The customer needs to provide layout details and a bill of quantity. Alternatively, a site visit can be arranged to better understand the requirements.
- B. **Drawing and costing:** After the site visit, drawing options are shared, considering the number of seaters, types of furniture, and space comfort. Once the drawing is finalized, the cost estimate is provided. Colors are chosen, and commercial terms are agreed upon.
- C. **Project Management:** The project management team conducts a site recheck, provides the final drawing, and logs the order. A temporary whatsapp group is created for project management purpose. The materials are delivered to the site and installed according to the drawing. Any identified issues or snag lists are promptly addressed. Upon project completion, a feedback form, such as a monkey survey, is sent to gather input for further improvement and excellence.

**1. What is Modular Office Furniture?**

Please refer our document “Modular Office Furniture”.

**2. Is Modular Furniture expensive?**

Modular office furniture is not expensive. It is an affordable asset that offers great value. Once purchased, it can be easily used when shifting to another office. Our Smart Desk line of furniture is specifically positioned as budget- friendly while maintaining good quality. We use only branded raw materials in our products.

**3. How is the quality of furniture?**

We use only branded raw materials and all products are manufactured in CNC machine to ensure consistency in quality.

**4. What is the life and durability of your products?**

It is 15+ years as long as care and maintenance is done.

**5. What material do you use in making different types of furniture?**

Please refer our “Know Your Material” and “Material Specification” document.

**6. Can we see the products?**

We have displayed 7-8 types of design of workstations in our working office, Mission Road, Bangalore. Car parking availability is there.

- 7. Can we get reference of your work?**  
Yes, on specific request we can share customer list and you can see our few customer list on website and the testimonial.
- 8. What sizes of order you take?**  
We can take happily even one table and multiple of it.
- 9. Do you do furniture layout?**  
We can limit drawing only to furniture placement. If flooring, painting, ceiling is already done, then we can do layout. Specific case drawing charges extra. We do not do architectural drawing.
- 10. Do you have premium furniture International design?**  
Yes we have our business partner HNI. It is an American brand, Factory at Nagpur, INDIA. It is positioned as premium furniture.
- 11. Can you supply furniture across INDIA?**  
Yes, we can supply across INDIA with rate contact Basis.
- 12. Can you customize furniture?**  
That is our USP. We do not keep anything in stock. We customize the sizes and specification and sizes as per site conditions with in modular limits.
- 13. Do you serve only corporate customers?**  
We serve all types of customers in every segment.
- 14. Do you have used furniture?**  
We do not have. All is made as per order.
- 15. Do you do interior work?**  
We are focused only in office furniture. We can refer to Interior person and we have no commercial considerations in that.
- 16. Do you have supply of ready tables?**  
We do keep few tables in ready stock. It is for quick delivery. It is all based on availability.
- 17. What are payment terms?**  
It is 50% advance, 40% before delivery and 10% after installation. Payment mode will be by Cheque / on-line.



**18. What is your ethical policy?**

- We do billing only with full GST as applicable.
- There is no option of 50% GST and 50% cash.
- We also do not influence any decision maker with cash / gift or any other inducement to get orders.

**19. What are the risk factors to buy office furniture?**

If the office walls are inclined or the floor is uneven, it may affect the alignment of the furniture. Additionally, there is a possibility that selected colors may be discontinued by the source.

**20. What is the way for care and maintenance of different types of furniture?**

Please refer our "Maintenance Manual" document.

**21. Do you charge shipping free?**

Yes, outstation as per actual. Transportation & unloading cost is Rs. 2000/- if the order is less than Rs. 50,000-(within Bangalore city) or 2% of PO value if the order value above Rs. 50,000/- (within Bangalore city).

**22. What is delivery period?**

It depends on sizes, count and color selection. Typically it is 10 - 15 days with respect to standard color and sizes. Apart from that delivery period will be 21-days plus.

**23. What is warranty period?**

It is one year from the date of invoice for any manufacturing defect.

**24. What is your cancellation policy?**

Once order placed, it cannot be cancelled. In specific case if you do not want to go ahead, advance will be returned provided order is not logged in.

**25. Do you undertake electrical and networking work?**

Electrical work is matter of safety. It has to be done by licensed / certified electrical / authorized persons only. We can refer, if it is required.

**26. Do you provide installation service?**

Yes. It is part of our supply 2% of PO value.

**27. Do you take back furniture?**

We do not have any buy back policy. Any damaged material at time of supply will be repaired / replaced free of cost only on new products.