

## --FAQ's / About Sale / Terms of Sale Page--

### **Welcome to Arrowheadseatsale.com**

*The **Exclusive** Sale Site to Purchase Authentic Arrowhead Seats.*

*Limited Quantity of Arrowhead Seats Available!*

*A Sellout **is** anticipated!*

*First Come, First Served!*

#### FAQ's

**Q: Who is selling the seats?**

A: Schneider Industries, Inc. of St. Louis in partnership with S&S Seating of Indiana was selected by Jackson County to work as their agent to manage all aspect of the re-building and sale of seats.

**Q: What seats are being sold?**

A: Authentic seats (sold in pairs and singles) that come direct from Arrowhead Stadium. Both lower deck Orange Seats and upper deck Red Seats are available.

**Q: What do I get with my order?**

A: 100% Authentic Arrowhead Seats, Stand up brackets, all necessary hardware, and a Certificate of Authenticity.

**Q: I heard there are 30,000 seats available. So there should be plenty for everyone to buy, right?**

A: NO – there are not anywhere near 30,000 “usable” seats available! We have only about 2500 Orange units available for sale! Even less Red Seats are left for sale as that sale has been on-going. We anticipate a sell out!

**ACT NOW IF YOU WANT SEATS!**

**Q: Are the seats you're selling in decent shape?**

A: Yes! If we are offering it for sale – it's in good condition.

**Q: Are you anticipating a sell out?**

A: Yes! To put this sale in perspective – there are millions of Chiefs Fans, Jackson County has about 700,000 residents, Arrowhead Stadium holds 76,000 seats, and we have only 2500 Orange sets of seats available to sell! That means a maximum of 2500 fans will get Orange seats -- and that is it!

It won't take much to SELL OUT! We have seen it happen VERY quickly before – so be aware if you want seats!

**Q: I see there is a discount for Season Ticket Members. How does that work?**

A: Only Orange Seats are being offered with a discount. Follow the prompts on the site under Orange Seats, enter some account information, and you will get a 10% discount.

**Q: When can the General Public place orders?**

A: Sale opens to General Public and Season Ticket Holders at the same time -- on Monday Jan 27, 2020 at 10:00 am cst.

**Q: What is a Seat with a “Logo End”?**



A: This is a cast iron standard with an embossed Chiefs Arrowhead Logo.

There is a VERY LIMITED QUANTITY AVAILABLE AS EACH ROW HAD ABOUT 24 seats. So only 1 or 2 out of 24 seats had this end cap.... **DON'T WAIT AS THESE WILL LIKELY SELL OUT FIRST!!!**

**Q: Can I choose Seat & Row Numbers?**

A: Yes! For a small additional fee per seat – and on Orange Seats Only – you can choose specific seat #'s AND row #'s numbers – while supplies last!

**Q: What about a Local Pick up?**

A: Local Pick up will NOT be available. You must buy online and have it shipped via Fed-Ex. Our goal is to provide a complete, quality product shipped directly to the customer for your convenience.

**Q: Do I have to buy the seats on your website?**

A: The best way to buy the seats is on the website. If you need to place your order over the phone – please call our office during normal business hours at 314-863-7711. We can place the order for you on the phone with a Major Credit or Debit Card.

**Q: How long 'til I receive Seats?**

A: The Order form will tell you the delivery time schedule – so be sure to look at that before completing the purchase. Since each seat will be made to order (most people select specific seat numbers) and we have to fit them with a custom bracket to stand up and provide appropriate quality control – so it takes some time to do that appropriately. Again, see your order form for exact details on shipping timelines.

**Q: Do I have to assemble the seats?**

A: There is minimal assembly required. There will be “Feet” brackets that have nuts and bolts. The seats themselves are assembled and complete. Instructions come in the box. Note if you may get (2) boxes for your order.

**Q: When is the sale over?**

A: Seats are sold first come, first served. We anticipate selling out!

**Q: Can I order multiple quantities of seats?**

A: Each Customer can order up to Five units.

**Q: How can I order? How can I contact Schneider Industries?**

A: Go to [arrowheadseatsale.com](http://arrowheadseatsale.com) or call Schneider Industries' St. Louis office at 314-863-7711 during normal business hours M-F. You can also email us at [info@schneiderind.com](mailto:info@schneiderind.com)

**Q: What if I receive my seats and they are broken?**

A: We have specialized packaging to minimize any breakage. However -- if upon delivery you have broken or non-functioning seats – take photos of them (please keep your original box) and email the photos to us at [info@schneiderind.com](mailto:info@schneiderind.com).

**Q: Do the seats come with a warranty?**

A: The seats are used from Arrowhead Stadium and come with no warranty expressed or implied. All of the seats do NOT come with a manufacturer’s warranty either. The “Feet” brackets are new and come with a warranty. If your seats are broken during shipment we will help fix or replace – contact [info@schneiderind.com](mailto:info@schneiderind.com) with photos of the damage. Often times we can send you replacement parts at no charge with easy instructions to make the fix yourself. We will stand behind our work.

**Q: Can I actually sit in the seats?**

A: A person can sit in seats once properly assembled per our instructions. We check the seats to make sure each seat is in safe and working order. For stability, it is recommended to bolt the seats into your floor or deck. Please read all terms and conditions with your seats prior to use. Jackson County, nor its agents guarantee these seats’ fitness for any particular purpose. Remember you are buying used Stadium Seats in an “As-Is” conditions.

**Q: I see your site is collecting payment PayPal. What if I don't have a PayPal Account?**

A: It's all right if you don't have a PayPal account. For your convenience, all sales are made using PayPal's secure website. \*You do not have to sign up with PayPal to purchase from us. On the checkout page follow the link after "Don't have a PayPal Account?" and you will be given the option of entering your credit card information without signing up for PayPal accounts. If you have issues with the payment please call Schneider Industries office during office hours M-F at 314-863-7711 or email [info@schneiderind.com](mailto:info@schneiderind.com)

**Q: Where can I ship my seats?**

A: Shipping is to Lower 48 States in USA ONLY! Should you wish to order seats outside of Lower 48 please email [info@schneiderind.com](mailto:info@schneiderind.com)

**Q: How much is shipping?**

A: Shipping is the actual cost from Fed-Ex and varies by product. See seat order forms.

**Q: Do I have to sign for the Fed-Ex package?**

A: Seats: Typically No – but this is at the discretion of the delivery person. Shipments sent via FedEx Ground are sent without a recipient signature required. If no one is home, FedEx will leave the package by the front door at the driver’s discretion.

**Q: Where do the sale proceeds go? How is the money spent?**

A: A portion of the proceeds will go to Jackson County Parks + Rec to improve our Parks, including helping make our Playgrounds more accessible to all.

**About Sale:**

The Authentic Arrowhead Stadium Seats will go on sale starting at 10:00am Monday January 27, 2020 exclusively on [www.arrowheadseatsale.com](http://www.arrowheadseatsale.com)

There are about 2500 sets of Orange seats now coming available for sale and we are anticipating selling out! The Sale is open to the Public and Season Ticket Holders will get a 10% discount on Orange Seats.

The final game these Orange Seats witnessed was the AFC Championship Game in January 2020 that earned the Chiefs a trip to their first Super Bowl in 50 years!

**About the Seats:**

All seats are 100% authentic direct from Arrowhead Stadium. These seats were originally installed about 20 years ago. All seat backs, bottoms, and iron standards are all original.

The seats had to be rebuilt at our facility in Indiana due to the extensive work required to rebuild them correctly and keep them “authentic”.

We added a powder-coat metal stand up bracket to the original riser mounts. This allows Seats to stand up and function as the seats originally did in the Stadium. We also replaced all necessary bolts & hardware to make sure everything holds together well. The end result is a seat that will serve as a lasting piece of memorabilia that the Fans can proudly display for years & years to come.

**Terms of Sale:**

Seats are only available for sale online at [www.arrowheadseatsale.com](http://www.arrowheadseatsale.com)

Shipping to the customer is required and via Fed Ex. Shipping fees will apply. No local pickup and no retail site is available.

See Order Form for the most accurate Seat Delivery Information and by purchasing the seats the customer agrees to this delivery time frame.

All payments are securely collected by Credit Card over PayPal

These Arrowhead Stadium Seats are sold solely for the purpose of being sports memorabilia. They are sold As-Is with no refunds and no warranties expressed or implied as the their fitness for any particular purpose. If your seats are damaged or broken during shipping please email [info@schneiderind.com](mailto:info@schneiderind.com) to start a claim. You will

need to take photos of the damage and email to us. If for any reason whatsoever the seats sold become un-deliverable to the Customer that purchased such seats -- Schneider Industries and its principals shall have no obligation to the Customer other than to refund to the customer in full all monies paid and or deposited for such seats. Customers will indemnify and hold harmless Schneider Industries and its principals from any liability or fitness of use of the seats items sold. It is understood that the customer is buying used stadium seats with no warranties.

Seats will be shipped Fed-Ex ground but it may also come by another carrier at our discretion. Should the sales tax (as per local and state authorities) be incorrect as collected – Schneider Industries reserves the right to go back to the customer and collect whatever appropriate tax amount as set by tax authorities.

USE OF SEATS: When the seats were bolted to concrete in the stadium which they came from, the seats were stable. But the seats are no longer bolted to concrete. Even after securely attaching the seats to the “L -Feet” shaped brackets that are provided to you, the seats could collapse or tip over, which could cause serious bodily injury, including, but not limited to, head, neck, and back injury. Do not sit in, stand on, or otherwise use the stadium seats, and keep children away from the seats until the “L” brackets are securely fastened to a suitable floor.

Once your stadium seats are securely fastened to the “L” brackets provided to you, we recommend the customer calls a qualified professional, one who works with the types of flooring you have in mind for your seats, to install the “L” brackets to your flooring. Flooring varies and only a professional will know where and how the “L” brackets may be fastened to your floor without destroying or harming your floor and how to ensure that the “L” brackets are securely and safely fastened to your floor.