

Steelcase

Steelcase Work From Home Program Reference Guide

2021.01



Steelcase can help you create a productive, comfortable, organized workspace. Follow these easy steps to unlock special discount pricing.



Table of Contents

Quick Start Guide

Welcome

Reference Guide

Work From Home Program

Quick Start Guide

1. Go to store.steelcase.com
2. Click the LOGIN/REGISTER button in the top right of your browser window and select the REGISTER option.
3. Enter your First Name, Last Name and Corporate Email Address. Click the Register button.
4. You will receive an email from customercare@steelcase.com with a link to confirm your new account and create a password.
5. Go back to store.steelcase.com and click the LOGIN/REGISTER button. Select the LOGIN option.
6. Enter your email and password to shop with your exclusive Steelcase discount.

Shipping and Delivery Options

FedEx Ground: Orders under 150 pounds include shipping

Standard Delivery: Deliveries inside your doorstep are charged 17% of the purchase price - \$75 USD / \$100 CAD minimum

Professional Installation + Packaging Removal: Orders assembled in your home with packaging removed are charged 20% of the purchase price - \$175 USD / \$225 CAD minimum

Pro Tip!

For an optimum shopping experience, Steelcase recommends the following browsers: Chrome, Edge, Safari, and Firefox.



Steelcase provides a wide range of work-from-home products at a company-negotiated price.



Welcome

Design a Work from Home Space that Works for You

Visit the Work From Home page to find the right chair for you, get tips and tricks from an ergonomic expert, and learn more about how to design the best home workspace.

While everyone faces their own set of challenges and home sizes can vary drastically, providing ergonomic support and maximizing space — even small ones — helps create workspaces that are more comfortable, enhance productivity and boost wellbeing.

Steelcase Benefits

- All products pass consumer safety standards providing you and your loved ones with peace of mind while working at home.
- Commercial grade products for premium quality, durability and longevity allowing you to focus on getting your work done.
- Best in class ergonomics, including chair height and comfort and good desk posture, making your health and wellbeing a priority.
- All Steelcase products meet industry regulations for office use (a higher standard than residential use) and meet and exceed prescribed ergonomic guidelines.
- Backed by the industry's #1 limited lifetime warranty.

Reference Guide

Reference Guide

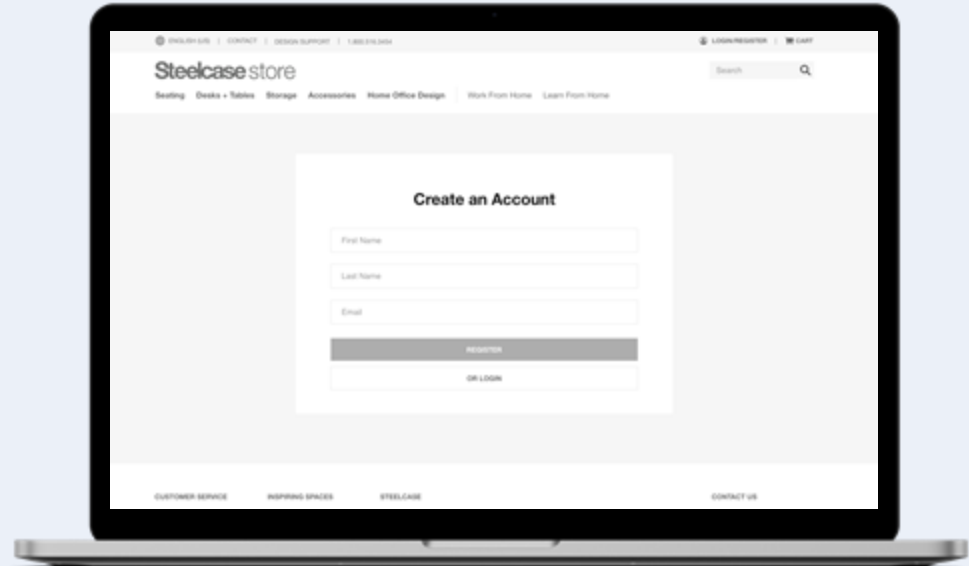
New Customer Registration

For customers who have never shopped on Store or shopped on Store without an employer email account

Instructions

1. Go to store.steelcase.com
2. Click the LOGIN/REGISTER button in the top right of your browser window and select the REGISTER option.
3. Enter your First Name, Last Name and Corporate Email Address. Click the Register button.
4. You will receive an email from customercare@steelcase.com with a link to confirm your new account and create a password.

****Note**** If you do not receive an account verification email, please check your spam/junk folder.



Reference Guide

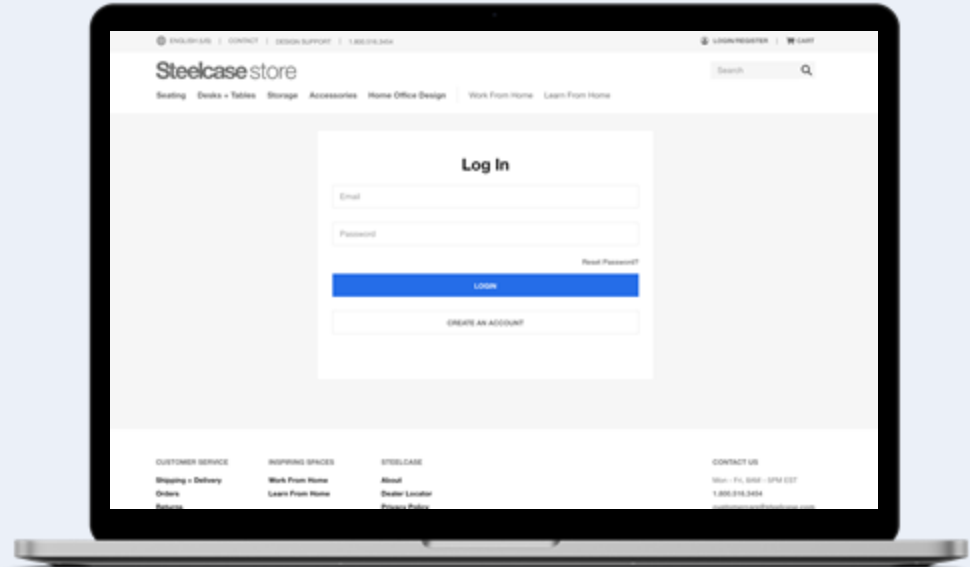
Existing Customer Log In

For customers who have shopped on Store with an employer email login or shopped on Store with an employer specific site (store.steelcase.com), which will require new password reset

Instructions

1. Go to store.steelcase.com and click the LOGIN/REGISTER button. Select the LOGIN option.
2. Enter your email and password to shop with your exclusive Steelcase discount.

****Note**** If you do not receive an account verification email, please check your spam/junk folder.

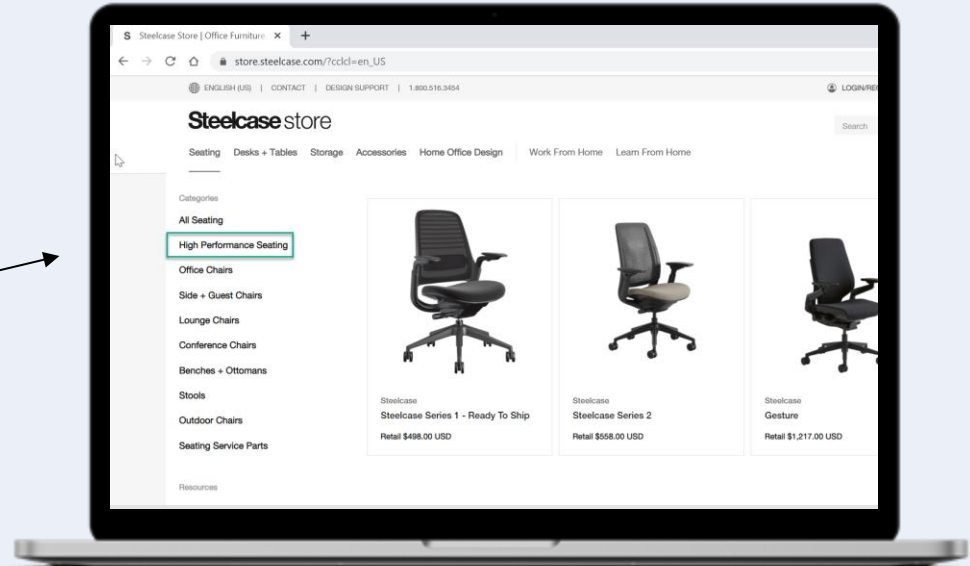


Reference Guide

Shop By Category

Select Product Type

Click any Product Category to access a drop-down menu with additional options.



Reference Guide

Product Detail Page

Ready to Ship Products

Select Steelcase products are available for expedited shipping.

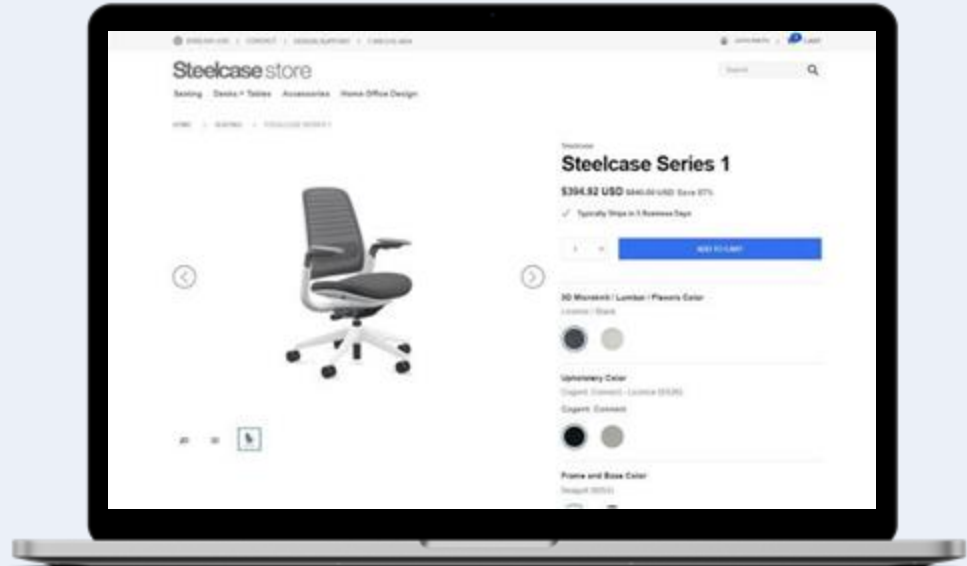
Customizable Products

Most seating options have many possible combinations. For example, this Steelcase Series 1 chair offers choices for:

- Seat color
- Back color
- Frame and Base color
- Arms
- Wheel type

Almost Done!

After selecting all configuration options, your discounted price is shown. Taxes and shipping options are shown during checkout.



Reference Guide

Checkout

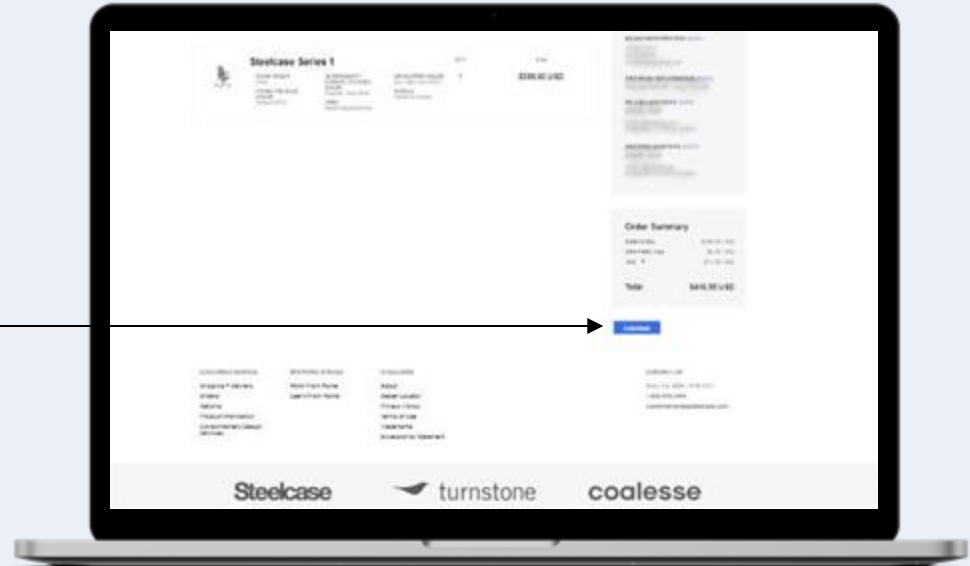
Order Summary

- Your selected shipping option will be added
- Appropriate local taxes will be added
- Click “Checkout” if all information is correct

Checkout

In checkout window, enter:

- Shipping and Billing Address
- Payment through credit card, PayPal or PayPal credit
- Confirm your order



Reference Guide

Order Confirmation

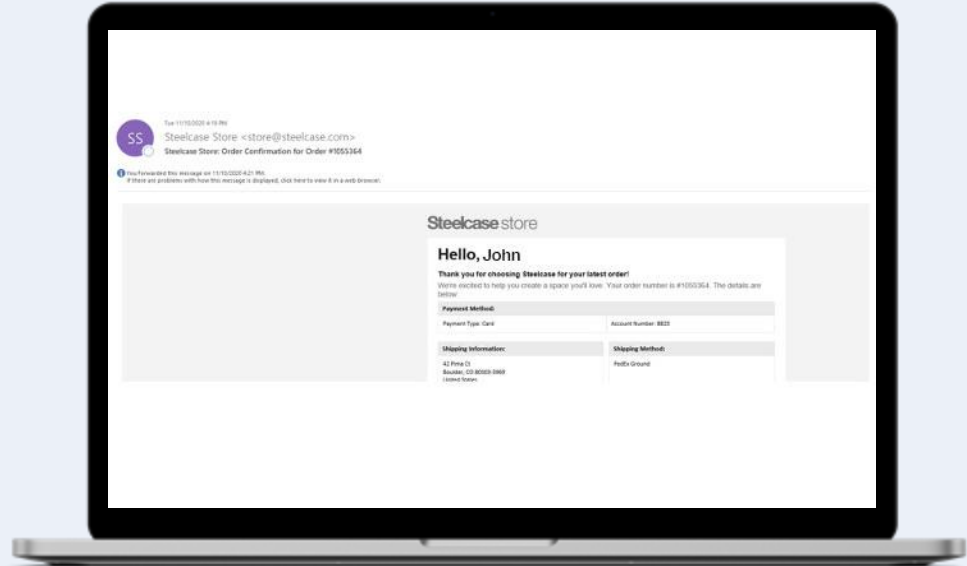
Confirmation email

You will receive an order confirmation within five minutes of successfully placing an order.

****Note**** If you do not receive a confirmation email, please check your spam/junk folder.

Shipping Confirmation

If you selected FedEx shipping, you will receive a shipping confirmation email with FedEx tracking number when your order ships.



Customer Service

Questions?

The Steelcase Customer Care Team is here to help.

8am – 5pm EST
Monday-Friday

Call
800.516.3454

Email
customercare@steelcase.com

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