



NEW vs. USED FURNITURE



With an eye on reducing costs, organizations often evaluate the purchase of used furnishings for their new workplaces. While used furniture savings may appear considerable, buyers must take into account a series of underlying factors in their decision making process: hidden costs, quality concerns and the overall effectiveness of used furniture to support business needs.

1

HIDDEN COST

Indirect Cost Prior to and After Purchase

Services & project fees

Space planning, short term warehousing and shipping & handling fees typically included



Design services, warehousing and shipping & handling fees are an addition

Investment spending

Treated as an operational cost and can be leased; capital outlay to be spread over time



Requires complete capital outlay up front; leasing is generally not an option

Availability of Basic Elements

Offers glass components that support transparency, collaboration and natural light



Glass components are not readily offered because they are fragile, easily scratched and difficult to store

Additional Product Expenditures

All components, parts and hardware are shipped complete and included in the cost



Usually needs reconfiguration that requires additional parts and design time

2

QUALITY CONCERNS

No Provision for Product Performance Assurance

Access to Missing Parts

Critical components for installation are readily available to order



Critical components for installation are frequently difficult to locate or unavailable

Caliber of Installation Services

Certified dealer installation; services are provided



On-going follow-up services are limited, not available or an additional cost to the initial purchase price

Post Purchase Protections

Protected by warranty



Generally no warranty offered

3

INEFFECTIVENESS

Lack of Alignment with Business Needs

Appropriateness for the Intended Environment

Maximizes the use of space and adheres to the overall design solution



Does not effectively adapt well to a designed space

Relevance for a Contemporary Workplace

Design choices and planning solutions that directly respond to workplace trends



Can appear dated and out of step with the goals of a new workplace

Scope of Options

Offers the advantage of a broad selection of finishes, materials and a comprehensive scope of products



Limited to one material and finish, available at the time of the purchase

Technological Needs

Current, advanced electrical and data solutions



Outdated electrical and data components, with minimal cable capacities

Long Term Flexibility

Allows a company to easily accommodate growth and adapt to ongoing churn



Very difficult to match and does not address future growth using similar, compatible products

Support of Sustainability Goals

Helps satisfy indoor air quality health concerns and can lower the cost of the overall facility



Typically does not have inherent environmental attributes or industry third-party certification

Reflection of Contemporary Workstyles

Provides lower panel height and storage component options which allow more daylight and encourage collaboration



Generally consists of older panel heights and components that will not adapt to lower zones and poorly support today's work modes