

# **POLICIES AND WARRANTIES**

# POLICIES

**FRONT** Office Hours  
Catalog & Price Book  
Copyright Infringement Warning  
Merchandise Pick-Up

**PAGE 1** New Zone Pricing  
Tier Pricing Structure  
Shipping  
Direct Important Program  
Method of Payment  
Checks Returned  
Collection Fees  
Returns/Restocking  
Hot Buy Pricing

**PAGE 2** Limited Term Warranty

**PAGE 3** Upholstery Warranty

**PAGE 4** Bunk Bed Facts Sheet &  
Warranty (Limited Warranty)

**PAGE 5** Swivel, Gliders & Recliners  
(Limited Warranty)

**PAGE 6** Helpful Links  
Images

**BACK** Branch Locations

## CATALOG & PRICE BOOK

## COPYRIGHT INFRINGEMENT WARNING

## OFFICE HOURS

Office Hours	
Warehouse Hours	

## MERCHANDISE PICK-UP

## NEW ZONE PRICING

## METHOD OF PAYMENT

**CREDIT:**

**OTHER:**

**WIRE TRANSFER:**

**RETURNED & NSF CHECKS**

**COLLECTION FEES**

**RETURNED MERCHANDISE**

**RESTOCKING FEE**

**HOT BUY PRICING**

**TIER PRICING STRUCTURE**

**SHIPPING**

**DIRECT IMPORT PROGRAM**

Please contact us for quotations and information regarding our direct import program.

# LIMITED TERM WARRANTY

## WARRANTY TERMS

## ADDITIONAL CONDITIONS

## ADDITIONAL CONDITIONS

# UPHOLSTERY WARRANTY

## FRAME CONSTRUCTION

## LEATHER WARRANTY

## MOTION UPHOLSTERY

**▲ CAUTION:** Children should not be allowed to play on or operate motion products. The leg rest of the recliner folds down on closing and could result in injury to a child. Always leave unoccupied chairs in the closed upright position.

## FABRIC

## CUSHIONS

## STITCHING

### Recommended Leather Cleaning Method

*If necessary, clean immediately with mild soap (non-concentrated) diluted in lukewarm distilled or purified water on a soft clean towel. Always try to clean in a small hidden area first. This cleaning method is recommended for corrected leathers, not for natural grades of leather.*

*For oil, grease, or stubborn stains consult a professional leather care company.*

# BUNK BED FACTS SHEET & WARRANTY

## LIMITED WARRANTY

### BUNK BED FEATURES

We have redesigned and improved our bunk beds to make them even stronger and safer with these added features:

- Full length guard rails on all sides of the top bunk bed
- Built in ladders on both sides of the top bunk bed
- Stronger, larger 1" x 2" side rails
- New patented extra heavy duty reinforced brackets
- All around larger and heavier gauge tubing

**OTHER FEATURES:** Lead free, epoxy powder coat finish that resists scratching or chipping, with high gloss finish in red, white, blue, or black. Heavy gauge large diameter tubing, reinforced patented corner brackets; all required warning labels, parts and instruction sheets.

We have taken action to make sure that its bunk beds conform to current cpsc safety specifications per 16 cfr parts 1213, 1500 + 1513 and astm f 1427-01.

NEW &  
IMPROVED  
MODELS

*THE BEST BUNK BEDS  
JUST GOT BETTER*

LIMITED WARRANTY

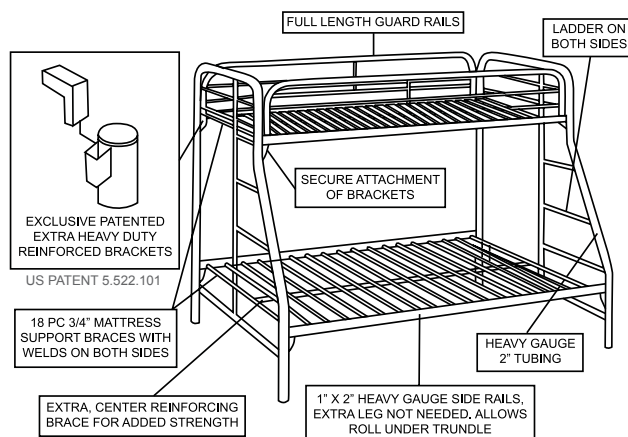


## WARNING

### TO PREVENT SERIOUS OR FATAL INJURY

1. When using beds as bunk beds, the ladder **MUST** be securely attached to the upper bunk rail at all times.
2. When using the beds as two (2) separate floor-standing beds, the ladder **MUST** be stored in a separate location where children cannot use the ladder in any manner.
3. **DO NOT** use, nor permit children to use, the ladder in any manner whatsoever, other than to access the top unit when used as bunk beds, and only if the ladder is securely attached to the top bunk rail, as set forth in the instructions.
4. Any misuse or unauthorized use of the ladder could result in serious or fatal injury.
5. Failure to follow the above **WARNING**, and/or failure to follow assembly instructions completely, will void any and all liability for damages and injury to persons and property.

METAL BUNK BEDS HAVE BEEN  
TESTED AND CONFORM TO ASTM F-1427-01



## SWIVEL, GLIDERS & RECLINERS

### LIMITED WARRANTY

#### SWIVEL, GLIDER & RECLINER FEATURES

- Strong and long lasting mechanism for easier swiveling, gliding and reclining.
- All around large and heavy gauge tubing for strength.
- Plush cushioning for more comfort.
- It swivels, glides and reclines. Each comes with strong metal body frame, high quality leatherette or velvet surface in attractive colors.

#### Colors Available

*Black, Bone, Navy Blue, Taupe, Hunter Green, Plum,  
Microfiber Brown, Microfiber Tan*

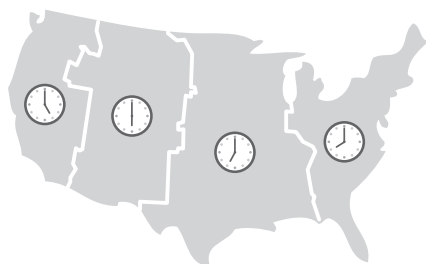
- All recliners are accompanied by a matching gliding ottoman.

#### LIMITED WARRANTY



# QUALITY • VALUE • STYLE

## CLOSING TIMES AROUND THE U.S.



**Pacific:**  
**Mountain:**  
**Central:**  
**Eastern:**

We would like to encourage and remind our customers in the Eastern and Central time zones that you are able to call the office for information and stock during your business hours. Call our Call Center to set up an account, place order and check stock availability.



**NATIONAL  
CALL CENTER**

## HELPFUL LINKS

### COMPANY WEBSITES

### STAY CONNECTED WITH US



## NEED IMAGES?

In order to support your endeavor to promote your business, we have outlined a few points for you to keep in mind. Please read our Policy Acknowledgement and Copyright Request Forms if you are interested in requesting images.

### IMAGE REQUEST REQUIREMENTS

- Read and sign our Policy Acknowledgement Form and Copyright Request Form.