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***LIMITED WARRANTY-Intended for residential use only***

We warrant to the original purchaser that this product will be free from defects in material and workmanship as described below. We will repair or replace, at its option, without charge to the original purchaser only, defective products or parts for one (1) year from the date of purchase. Replacement parts can only be supplied if parts are available. Items out of production may be unavailable. This warranty shall be effective for the applicable time period beginning from the date of purchase as shown on your original sales receipt. This warranty is your sole remedy for product defects and excludes defects due to or arising in connection with product abuse or misuse, use modification of, or attachments to the product, and products or parts not used, maintained, or installed in accordance with the company's installation, maintenance and/or applicable guidelines. There are no other warranties, express or implied, other than those specifically described, including without limitation any implied warranty of merchantability or of fitness for a particular purpose. We will not be responsible for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state. Our quality standards are among the highest in the industry. Sometimes, no matter how hard we try, there are times when parts are damaged or missing. Our Parts Department will do everything possible to promptly remedy the problem.

## General Information

### **Receiving Instructions:**

If shipment is received damaged, note damage on freight bill at time of acceptance and file claim for appropriate damages from the carrier. Be certain to also inspect for proper quantity of pallets/cartons and visible damage to cartons that may be evidence of concealed damage -- be certain all notations are made on original freight bill prior to signing. Concealed damage must be reported to the transportation company, in writing, within 15 days from the date of delivery. Therefore, open all cartons and inspect product immediately upon receipt. All damaged merchandise claims must be filed directly with the delivering carrier.

**Terms of Sale:** Net 30 days to firms who have established satisfactory credit: otherwise, payment in advance will be required. Past due accounts are subject to a finance charge of 1 1/2 % per month or 18% per annum.

### **Shipping Information: F. O. B. FACTORY**

**TITLE OF GOODS:** Passes to purchaser and our responsibility ceases when shipment is accepted for transportation by any carrier from our factory. Carrier routing will be established by our Traffic Department if not indicated on purchaser's order. All shipments will be on a **COLLECT** basis unless otherwise instructed on order. If shipment is received damaged, note damage on carrier freight bill at time of acceptance and file claim for appropriate damages from the carrier. Concealed damage must be reported to the transportation company within 15 days from the date of delivery. All damaged merchandise claims must be filed directly with the delivering carrier.

**Returned Goods:** Returned merchandise will not be accepted unless authorized in writing prior to return, ship freight prepaid, in original carton, and if applicable, will be subject to a restocking charge of 20%.

**C.O.M. FABRIC:** Customers own material. Cost: "B" grade pricing. Fabric shipped pre-paid to products. Customers own material is not warranted. C.O.M. Form must accompany fabric or order.

**Note: COM orders are custom, and therefore, not subject to return.**

**Order Changes and Cancellations:** Due to expedited shipping schedules, The products must limit customer changes and cancellations. A restocking charge of 20% will be invoiced for any product cancelled or changed after production has begun. Production normally begins 72 hours after receipt of order.

**SPECIFICATIONS ARE SUBJECT TO CHANGE DUE TO MANUFACTURING IMPROVEMENTS. ALL MODELS SHIP RTA (READY-TO-ASSEMBLE) UNLESS OTHERWISE NOTED. ALL MEASUREMENTS AND WEIGHTS ARE NOMINAL UPS WEIGHT IS THE DIMENSIONAL BILLING WEIGHT FOR UPS SHIPPING**

### **TO MAKE A WARRANTY CLAIM**

Contact Parts Department via E-mail or toll free parts .

Provide model number and description of the problem and obtain confirmation number.

At its option, we will:

- a. Supply compatible components of current manufacture.
- b. Repair the customer's component.

It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by us.

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## **Care and Cleaning:**

- Vacuum or brush fabrics at least once a week. Protect from glaring sunlight.
- Use a damp cloth to clean other surface areas.
- Check screws for tightness, clean and lubricate moving parts such as chair controls and casters every three months.

## **Please Note:**

Due to differences in dye batches and variations in printing as well as viewing environments and uneven color fading, there will be slight variations in color.

**Exact matching may not be possible.**

**Veneer case goods-** Are to be cleaned with a solution of 9 parts water and 1 part rubbing alcohol. Laminate case goods can be cleaned with the same solution of 9 parts water and 1 part rubbing alcohol or a non-abrasive cleaner, such as Windex. Always use a clean, non-abrasive, soft cloth.

**Natural Wood-** Is made up of millions of cells relying on absorption of pigments and dyes. The absorption rate and capacity of absorption is affected by numerous factors. While each manufacturer has its own processes and wood types and although they may call their finishes by the same name, all natural wood products are subject to variations in shade and product from different manufacturer's and may not exactly match with each other (i.e. Cherry, Mahogany, etc.).