
WARRANTY

General Information

Receiving Instructions:

Shipping Information: F. O. B. FACTORY

C.O.M. FABRIC: Customers own material. Cost: "B" grade pricing. Fabric shipped pre-paid to this manufacturer. 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:

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

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.

Furniture 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.).