

# TIPS VENDOR AGREEMENT

Between School Outfitters and  
(Company Name)

## THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

RFP 170302 Furniture, Furnishings and Services

### General Information

The Vendor Agreement ("Agreement") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region 8 Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This Agreement consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

The vendor Agreement shall include and incorporate by reference this Agreement, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation as posted, including any addenda and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS Agreement, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued. If deviations are submitted to TISP by the proposing vendor as provided by and within the solicitation process, this Agreement may be amended to incorporate any agreed deviations.

The following pages will constitute the Agreement between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final Agreement.

### Definitions

**PURCHASE ORDER** is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the Agreement. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

# Terms and Conditions

## **Freight**

All quotes to members shall provide a line item for cost for freight or shipping regardless if there is a charge or not. If no charge for freight or shipping, indicate by stating "No Charge" or "\$0" or other similar indication.

## **Warranty Conditions**

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

## **Customer Support**

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

## **Agreements**

**All Agreements and agreements** between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

**Agreements for purchase** will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

**Davis Bacon Act** requirements will be met when Federal Funds are used for construction and/or repair of buildings.

## **Tax exempt status**

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

### **Assignments of Agreements**

No assignment of Agreement may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

### **Disclosures**

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this Agreement.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this Agreement.

### **Renewal of Agreements**

The Agreement with TIPS is for one (1) year with an option for renewal for additional consecutive years as provided in the solicitation. Total term of Agreement can be up to the number of years provided in the solicitation, if sales are reported through the Agreement and both parties agree.

### **Automatic Renewal Clauses Incorporated in Awarded Vendor Agreements with TIPS Members Resulting from the Solicitation and with the Vendor Named in this Agreement.**

No Agreement for goods or services with a TIPS member by the awarded vendor named in this Agreement that results from the solicitation award named in this Agreement, may incorporate an automatic renewal clause with which the TIPS member must comply. All renewal terms incorporated in an Agreement by the vendor with the TIPS member shall only be valid and enforceable when the vendor receives written confirmation by purchase order or executed Agreement issued by the TIPS member for any renewal period. The purpose of this clause is to avoid a TIPS member inadvertently renewing an Agreement during a period in which the governing body of the TIPS member has not properly appropriated and budgeted the funds to satisfy the Agreement renewal. This term is not negotiable and any Agreement between a TIPS member and a TIPS awarded vendor with an automatic renewal clause that conflicts with these terms is rendered void and unenforceable.

### **Shipments**

The Vendor shall ship ordered products within a commercially reasonable time after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and

the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

### **Invoices**

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

### **Payments**

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

### **Pricing**

The Vendor agrees to provide pricing to TIPS and its participating governmental entities that is at least equal to the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the Agreement.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored according to the terms of the solicitation. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the participation fee, as provided in the solicitation, to be remitted to TIPS by the Vendor. Vendor will not show adding the fee to the invoice presented to customer. Failure to render the participation fee to TIPS shall constitute a breach of this agreement and shall be grounds for termination of this agreement and any other agreement held with TIPS.

### **Participation Fees**

Vendor or vendor assigned dealer Agreements to pay the participation fee for all Agreement sales to TIPS on a monthly scheduled report. Vendor must login to the TIPS database and use the "Submission Report" section to report sales. The Vendor or vendor assigned dealers are responsible for keeping record of all sales that go through the TIPS Agreement. Failure to pay the participation fee will result in termination of Agreement. Please contact TIPS at [tips@tips-usa.com](mailto:tips@tips-usa.com) or call (866) 839-8477 if you have questions about paying fees.

## **Indemnity**

- 1. Indemnity for Personality Agreements.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this Agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
- 2. Indemnity for Performance Agreements.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this Agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractors, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this Agreement whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

### **Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.**

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

### **Multiple Vendor Awards**

TIPS reserves the right to award multiple vendor Agreements for categories when deemed in the best interest of the TIPS membership. Bidders scoring the RFP's specified percentage or above will be considered for an award. Categories are established at the discretion of TIPS.

### **State of Texas Franchise Tax**

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

### **Miscellaneous**

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the Agreement or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on Agreement at any time.

### **Purchase Order Pricing/Product Deviation**

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 48 hours of receipt of order.

### **Termination for Convenience**

TIPS has the right to terminate the agreement for cause or no cause for convenience with a thirty-day written notice. Termination for convenience is required under 2 CFR part 200.

### **TIPS Member Purchasing Procedures**

Purchase orders or their equal are issued by participating TIPS member to the awarded vendor indicating on the PO "Agreement Number". Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

### **Form of Agreement**

If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal. In response to submitted supplemental Vendor Agreement documents, TIPS will review proposed vendor Agreement documents. Vendor's Agreement document shall not become part of TIPS's Agreement with vendor unless and until an authorized representative of TIPS reviews and approves it.

### **Licenses**

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Agreement. TIPS reserves the right to stop work and/or cancel Agreement of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

**Novation**

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this Agreement, a successor in interest must guarantee to perform all obligations under this Agreement. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the Agreement obligations of awarded vendor.

**Site Requirements (when applicable to service or job)**

**Cleanup:** Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

**Preparation:** Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

**Registered sex offender restrictions:** For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present.

Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

**Safety measures:** Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

**Smoking**

Persons working under Agreement shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

**Invoices**

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Agreement". The shipment tracking number or pertinent information for verification shall be made available upon request.

**Marketing**

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this Agreement by awarded vendor must have prior approval from TIPS.

**Supplemental agreements**

The entity participating in the TIPS Agreement and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this Agreement i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this Agreement is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

**Survival Clause**

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Agreement shall survive the expiration or termination of the Agreement. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Agreement.

**Legal obligations**

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded Agreement thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

**Audit rights**

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Agreement. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.



### **Force Majeure**

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

### **Services**

When applicable, performance bonds and payment bonds will be required on construction or labor required jobs. Awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order or Agreement.

### **Scope of Services**

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO and/or an Agreement with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded Agreements are required, they will be attached to the PO and shall take precedence over those in the base Agreement.

### **Project Delivery Order Procedures**

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this Agreement when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

### **Scheduling of Projects**

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the

TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

**Support Requirements**

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

**Incorporation of Solicitation**

The TIPS Request for Proposals or the Request for Competitive Sealed Proposals solicitation and all associated documents and forms made part of the solicitation process, including any addenda, that resulted in the execution of this agreement are hereby incorporated by reference into this agreement as if copied verbatim.

## Special Terms and Conditions

It is the intent of TIPS to Agreement with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Agreements:** All vendor purchase orders and/or Agreements/agreements must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
  - **Promotion of Agreement:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS Agreement is a violation of the terms and conditions of this Agreement and will result in removal of the Vendor from the TIPS Program.
  - **Daily Order Confirmation:** All Agreement purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
  - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1<sup>st</sup> of each month.
  - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Term of Agreement is one year with renewal options for up to two additional years as provided in the solicitation.

**Page 12 of 12 will be the TIPS Vendor Agreement Signature Page**



## Deviations

- **Terms & Conditions – Shipments (page 3 of 12):**

Standard lead time is 2+ days depending on if the item is made to order or not and is then based on the manufacturer’s production time. Lead times could run 6-8 weeks during the summer months. All lead times are clearly communicated on all phone calls, quotes and orders.

- **Installation Services:**

Installation charges will range from \$45 - \$65 per hour with a minimum trip charge of \$200. Installation charges vary based on the complexity of the job as well as the State and location of the site. Prevailing wage installation rates are available and will be quoted on an individual job basis to meet the state’s wage rates.

- **Pricing:**

School Outfitters is offering an additional percentage off of our already discounted prices on our website [www.schooloutfitters.com](http://www.schooloutfitters.com) for all of the manufacturer’s listed on our Pricing page. We are offering TIPS better pricing than typically offered for other like cooperative procurement organizations.

- **Terms & Conditions -TIPS member Purchasing Procedures (page 6 of 12):**

**If the customer calls and requests to order off of the TIPS Furniture Contract:**

School Outfitters will direct the customer to send their PO directly to TIPS or School Outfitters will send the PO to TIPS for approval before placing the order.

**If the customer calls and does not request to order off of the TIPS Furniture Contract:**

School Outfitters will proactively market the TIPS Furniture Contract to the customer. School Outfitters will process the PO and will send TIPS a custom report on an agreed upon interval of time (weekly, bi-monthly, monthly). Please see the example report below. This report can be changed to meet TIPS needs.

TIPS Member Name	Bill to Address	Ship to Address	PO #	SKU #	Website Price	TIPS Discounted Price

- sales@schooloutfitters.com
- www.schooloutfitters.com
- 800.260.2776
- 800.494.1036

PO Box 141231  
Cincinnati, Ohio 45250-1231



**SCHOOL  
OUTFITTERS**

*Furnishing great  
places to learn.*

- TIPS members must call, chat, or email to receive their discount. Orders placed online will not receive the TIPS Contract discount.
- Volume discounts are available by calling 800-260-2776. A Sales Representative will provide a quote with additional discounts based on the volume quoted.
- School Outfitters sub-contracts all services to National and Regional Installation companies to allow for National coverage and competitive rates. School Outfitters does not have any current contracts with specific sub-contractors that are Texas HUB Vendors. School Outfitters is willing to make the effort to work with HUB vendors on a per project basis if requested by the district.
- School Outfitters currently does not have any covered employees or subcontractors performing services in Texas. If we have employees or subcontractors having continuing duties related to the service to be performed at the District and have or will have direct contact with students we will comply with all Texas Education Code Chapter 22 requirements.

✦ [sales@schooloutfitters.com](mailto:sales@schooloutfitters.com)

✦ [www.schooloutfitters.com](http://www.schooloutfitters.com)

✦ 800.260.2776

✦ 800.494.1036

PO Box 141231  
Cincinnati, Ohio 45250-1231

# TIPS Vendor Agreement Signature Form

RFP 170302 Furniture, Furnishings and Services

Company Name School Outfitters

Address 3736 Regent Ave

City Cincinnati State OH Zip 45212

Phone 800-260-2776 Fax 800-494-1036

Email of Authorized Representative Contracts@Schooloutfitters.com

Name of Authorized Representative Angela Webb

Title Director of Sales

Signature of Authorized Representative 

Date 4/20/2017

TIPS Authorized Representative Name Meredith Barton

Title Vice-President of Operations

TIPS Authorized Representative Signature 

Approved by ESC Region 8 

Date May 26, 2016

# The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Rick Powell General Counsel/Procurement Compliance Officer	Address	Region 8 Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	rick.powell@tips-usa.com	Contact	Sarah Bond, Contracts Compliance Specialist	Contact
Phone	(903) 575-2689			Department
Fax				Building
Bid Number	170302 Addendum 1	Department		Floor/Room
Title	Furniture	Building		Telephone
Bid Type	RFP			Fax
Issue Date	3/2/2017 08:01 AM (CT)	Floor/Room		Email
Close Date	4/27/2017 03:00:00 PM (CT)	Telephone	+1 (866) 839-8477	
		Fax	+1 (866) 839-8472	
		Email	bids@tips-usa.com	

## Supplier Information

Company	School Outfitters (Schoolhouse Outfitters LLC)
Address	3736 Regent Ave  Cincinnati, OH 45212
Contact	
Department	
Building	
Floor/Room	
Telephone	(800) 260-2776
Fax	(800) 494-1036
Email	
Submitted	4/25/2017 02:57:20 PM (CT)
Total	\$0.00

By submitting your response, you certify that you are authorized to represent and bind your company.

Signature Kristy Lohmiller

Email contracts@schooloutfitters.com

## Supplier Notes

## Bid Notes

## Bid Activities

## Bid Messages

**Bid Attributes**

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
4	States Served:	If answer is NO to question #3, please list which states can be served. (Example: AR, OK, TX)	
5	Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	Since 1998, educators have found School Outfitters to be an invaluable resource for furnishing their schools. With convenient online shopping and expert customer support, School Outfitters makes it easy for teachers to create effective learning environments for their students; we're a one-stop shop for all of your classroom needs. We've built relationships with some of the best-known brands in in the industry, as well as building our own lines of school furniture and equipment, to ensure that educators can find the furniture and equipment they need at budget-friendly prices.
6	Primary Contact Name	Primary Contact Name	Emily Wilson
7	Primary Contact Title	Primary Contact Title	Senior Contract Specialist
8	Primary Contact Email	Primary Contact Email	contracts@schooloutfitters.com
9	Primary Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	8002602776
10	Primary Contact Fax	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	8004941036
11	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	
12	Secondary Contact Name	Secondary Contact Name	Kristy Lohmiller
13	Secondary Contact Title	Secondary Contact Title	Senior Contract Specialist
14	Secondary Contact Email	Secondary Contact Email	contracts@schooloutfitters.com
15	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	8002602776



16	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	
17	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	
18	Admin Fee Contact Name	Admin Fee Contact Name. This person is responsible for paying the admin fee to TIPS.	Kelsey Naber
19	Admin Fee Contact Email	Admin Fee Contact Email	contracts@schooloutfitters.com
20	Admin Fee Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	8002602776
21	Purchase Order Contact Name	Purchase Order Contact Name. This person is responsible for receiving Purchase Orders from TIPS.	Sales Department
22	Purchase Order Contact Email	Purchase Order Contact Email	sales@schooloutfitters.com
23	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	8002602776
24	Company Website	Company Website (Format - www.company.com)	www.schooloutfitters.com
25	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	61-1341943
26	Primary Address	Primary Address	3736 Regent Ave
27	Primary Address City	Primary Address City	Cincinnati
28	Primary Address State	Primary Address State (2 Digit Abbreviation)	OH
29	Primary Address Zip	Primary Address Zip	45212
30	Search Words:	Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)	Activity Tables Bulletin Boards Cafeteria Furniture Cafeteria Tables Carts Classroom Rugs Cork Boards Cubbies Drafting Tables Drafting Chairs Dry Erase Boards Easels Enclosed Bulletin Boards Folding Chairs Folding Tables Library Furniture Library Tables Library Shelving Lockers Office Chairs Portable Stages Preschool Furniture Preschool Tables Preschool Chairs Risers Room Dividers School Chairs School Desks School Furniture Science Tables Science Furniture Lab Stools Stack Chairs Stools Storage Cabinets Storage Cubbies Task Chairs Training Tables Waiting Room Furniture White Boards School Tables Markerboards Classroom Desks Stack Chairs Chalkboards Blackboards Classroom Chairs Stools Teacher Chairs Lab Stools Metal Stools Chair Desks Combo Desks Teacher Desks Projection Whiteboards Cork Roll Stacking Chairs Lunch Chairs Lunch Tables Classroom Rugs Room Dividers Lab Tables Metal Folding Chairs Storage Cabinets Chair Storage Chair Carts Table Carts Locking Storage Cabinets Computer Chairs Laptop Cabinets

31	Yes - No	Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction)	Yes
32	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
33	Company Residence (City)	Vendor's principal place of business is in the city of?	Cincinnati
34	Company Residence (State)	Vendor's principal place of business is in the state of?	OH
35	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 36 - 37)	(No Response Required)
36	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
37	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony?	No
38	Pricing Information:	Pricing information section. (Questions 39 - 42)	(No Response Required)
39	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
40	Yes - No	Pricing submitted includes the TIPS administration fee?	Yes
41	Yes - No	Vendor agrees to remit to TIPS the required administration fee?	Yes
42	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes
43	Start Time	Average start time after receipt of customer order is ____ working days?	5
44	Years Experience	Company years experience in this category?	18
45	Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	Yes
46	Prices are guaranteed for?	(__Month(s), __ Year(s), or Term of Contract) (Standard term is "Term of Contract")	Term of Contract
47	Right of Refusal	Does the proposing vendor wish to reserve the right not to perform the awarded agreement with a TIPS member at your discretion?	No

48	NON-COLLUSIVE BIDDING CERTIFICATE	<p>By submission of this bid or proposal, the Bidder certifies that:</p> <ol style="list-style-type: none"> <li>1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;</li> <li>2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;</li> <li>3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;</li> <li>4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf. Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered.</li> </ol>	(No Response Required)
49	CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ	<p>If you have a conflict of interest as described in this form or the Local Government Code Chapter 176, cited therein- you are required to complete and file with TIPS, Richard Powell, 4845 US Highway 271 North, Pittsburg, Texas 75686</p> <p>You may find the Blank CIQ form on our website at:</p> <p>Copy and Paste the following link into a new browser or tab:  <a href="https://www.tips-usa.com/assets/documents/docs/CIQ.pdf">https://www.tips-usa.com/assets/documents/docs/CIQ.pdf</a></p> <p>Do you have any conflicts under this statutory requirement?</p>	No
50	Filing of Form CIQ	<p>If yes (above), have you filed a form CIQ as directed here?</p>	
51	Regulatory Standing	<p>I certify to TIPS for the proposal attached that my company is in good standing with all governmental agencies Federal or state that regulate any part of our business operations. If not, please explain in the next attribute question.</p>	Yes
52	Regulatory Standing	<p>Regulatory Standing explanation of no answer.</p>	
53	Antitrust Certification Statements (Tex. Government Code § 2155.005)	<p>By submission of this bid or proposal, the Bidder certifies that:</p> <p>I affirm under penalty of perjury of the laws of the State of Texas that:</p> <ol style="list-style-type: none"> <li>(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;</li> <li>(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. &amp; Comm. Code Chapter 15;</li> <li>(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law;</li> <li>(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.</li> </ol>	(No Response Required)

## Instructions for Certification:

(No Response Required)

1. By agreeing to the form, the prospective lower tier participant is providing the certification set out on the form in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and / or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participants," "person," "primary covered transaction," "principal," "proposal" and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction" without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies,

including suspension and / or debarment.

- 55 Suspension or Debarment Certification Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Yes

By submitting this offer and certifying this section, this bidder:  
Certifies that no suspension or disbarment is in place, which would preclude receiving a federally funded contract as described above.

- 56 Non-Discrimination Statement and Certification In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Yes

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.  
To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).  
(Title VI of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title 7 CFR Parts 15, 15a, and 15b; the Americans with Disabilities Act; and FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities)  
USDA is an equal opportunity provider, employer, and lender.

Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. I

certify that in the performance of a contract with TIPS or its members, that our company will conform to the foregoing anti-discrimination statement and comply with the cited law and regulations.

- 57 2 CFR PART 200 Contract Provisions Explanation (No Response Required)
- Required Federal contract provisions of Federal Regulations for Contracts for contracts with ESC Region 8 and TIPS Members:
- The following provisions are required to be in place and agreed if the procurement is funded in any part with federal funds.
- The ESC Region 8 and TIPS Members is the subgrantee or Subrecipient by definition. The federal Rule numbering or identification below is only for reference purpose on this form and does not identify an actual Federal designation or location of the rule. The Rules are located in 2 CFR PART 200 - Appendix II to Part 200—Contract Provisions for Non-Federal Entity Contracts Under Federal Awards at 2 CFR PART 200.
- In addition to other provisions required by the Federal agency or non-Federal entity, all contracts made by the non-Federal entity under the Federal award must contain provisions covering the following, as applicable.
- 58 2 CFR PART 200 (A) Contracts Yes
- Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. Notice: Pursuant to Federal Rule (A) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.
- Does vendor agree?
- 59 2 CFR PART 200 (B) Termination Yes
- Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)
- Pursuant to Federal Rule (B) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. The vendor would be compensated for work performed and goods procured as of the termination date if for convenience of the ESC Region 8 and TIPS Members. Any award under this procurement process is not exclusive and the ESC Region 8 and TIPS reserves the right to purchase goods and services from other vendors when it is in the best interest of the ESC Region 8 and TIPS.
- Does vendor agree?

60	2 CFR PART 200 (G) Clean Air Act	<p>Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).</p> <p>Pursuant to Federal Rule (G) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires that the proposer certify that during the term of an award by the ESC Region 8 and TIPS Members resulting from this procurement process the vendor agrees to the terms listed and referenced therein.</p> <p>Does vendor agree?</p>	Yes
61	2 CFR PART 200 (H) Debarment and Suspension	<p>Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.</p> <p>Pursuant to Federal Rule (H) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that during the term of an award by the ESC Region 8 and TIPS Members resulting for this procurement process the vendor certifies that they are not debarred from receiving a contract from the federal government as provided therein.</p> <p>Does vendor agree?</p>	Yes
62	2 CFR PART 200 (I) Byrd Anti-Lobbying Amendment	<p>Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.</p> <p>Pursuant to Federal Rule (I) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that during the term and after the awarded term of an award by the ESC Region 8 and TIPS Members resulting for this procurement process the vendor certifies to the terms included or referenced therein.</p> <p>Does vendor agree?</p>	Yes

- |    |   |  |     |
|----|---|--|-----|
| 63 | 2 CFR PART 200 Federal Rule (12)                  | <p>Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)</p> <p>Pursuant to Federal Rule (12) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).</p> <p>Does vendor certify that it is in compliance with the Clean Air Act?</p> | Yes |
| 64 | 2 CFR PART 200 Procurement of Recovered Materials | <p>A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with</p> <p>maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.</p> <p>Does vendor certify that it is in compliance with the Solid Waste Disposal Act as described above?</p>           | Yes |



65 Indemnification

The ESC Region 8 and TIPS is a Texas Political Subdivision and a local governmental entity; therefore, is prohibited from indemnifying third parties pursuant to the Texas Constitution (Article 3, Section 52) except as specifically provided by law or as ordered by a court of competent jurisdiction. A provision in a contract to indemnify or hold a party harmless is a promise to pay for any expenses the indemnified party incurs, if a specified event occurs, such as breaching the terms of the contract or negligently performing duties under the contract. Article III, Section 49 of the Texas Constitution states that "no debt shall be created by or on behalf of the State ... " The Attorney General has counseled that a contractually imposed obligation of indemnity creates a "debt" in the constitutional sense. Tex. Att'y Gen. Op. No. MW-475 (1982). Contract clauses which require the System or institutions to indemnify must be deleted or qualified with "to the extent permitted by the Constitution and Laws of the State of Texas." Liquidated damages, attorney's fees, waiver of vendor's liability, and waiver of statutes of limitations clauses should also be deleted or qualified with "to the extent permitted by the Constitution and laws of State of Texas." Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?

Yes

66 Remedies

The parties shall be entitled to exercise any right or remedy available to it either at law or in equity, subject to the choice of law, venue and service of process clauses limitations agreed herein. Nothing in this agreement shall commit the TIPS to an arbitration resolution of any disagreement under any circumstances. Any Claim arising out of or related to the Contract, except for those specifically waived under the terms of the Contract, may, after denial of the Board of Directors, be subject to mediation at the request of either party. Any issues not resolved hereunder must be referred to non-binding mediation to be conducted by a mutually agreed upon mediator as a prerequisite to the filing of any lawsuit over such issue(s). The parties shall share the mediator's fee and any associated filing fee equally. Mediation shall be held in Camp or Titus County, Texas. Agreements reached in mediation shall be reduced to writing, and will be subject to the approval by the District's Board of Directors, signed by the Parties if approved by the Board of Directors, and, if signed, shall thereafter be enforceable as provided by the laws of the State of Texas. Do you agree to these terms?

Yes, I Agree

67 Remedies Explanation of No Answer

68	Choice of Law	<p>This agreement and any addenda or other additions and all contracts or awards resulting from this procurement process, however described, shall be governed by, construed and enforced in accordance with the laws of the State of Texas, regardless of any conflict of laws principles.</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes
69	Jurisdiction and Service of Process	<p>Any Proceeding arising out of or relating to this procurement process or any contract issued by TIPS resulting from or any contemplated transaction shall be brought in a court of competent jurisdiction in Camp County, Texas and each of the parties irrevocably submits to the exclusive jurisdiction of said court in any such proceeding, waives any objection it may now or hereafter have to venue or to convenience of forum, agrees that all claims in respect of the Proceeding shall be heard and determined only in any such court, and agrees not to bring any proceeding arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction in any other court. The parties agree that either or both of them may file a copy of this paragraph with any court as written evidence of the knowing, voluntary and freely bargained for agreement between the parties irrevocably to waive any objections to venue or to convenience of forum. Process in any Proceeding referred to in the first sentence of this Section may be served on any party anywhere in the world. Venue clauses in contracts with TIPS members may be determined by the parties.</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes
70	Alternative Dispute Resolution	<p>Prior to filing of litigation, the parties may select non-binding mediation as a method of conflict resolution for issues arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction. The parties agree that if nonbinding mediation is chosen as a resolution process, the parties must agree to the chosen mediator(s) and that all mediation venue shall be at a location in Camp or Titus, County, Texas agreed by the parties. The parties agree to share equally the cost of the mediation process and venue cost.</p> <p>Do you agree to these terms?</p>	Yes, I Agree
71	Alternative Dispute Resolution Explanation of No Answer		
72	Infringement(s)	<p>The successful vendor will be expected to indemnify and hold harmless the TIPS and its employees, officers, agents, representatives, contractors, assignees and designees from any and all third party claims and judgments involving infringement of patent, copyright, trade secrets, trade or service marks, and any other intellectual or intangible property rights in connection with the vendor's proposal or ultimate contracts awarded and approved.</p>	Yes, I Agree

Do you agree to these terms?

73 Infringement(s) Explanation of No Answer

74 Acts or Omissions

The successful vendor will be expected to indemnify and hold harmless the TIPS, its officers, employees, agents, representatives, contractors, assignees and designees from and against any and all liability, actions, claims, demands or suits, and all related costs, attorney's fees and expenses arising out of, or resulting from any acts or omissions of the vendor or its agents, employees, subcontractors, or suppliers in the execution or performance of any agreements ultimately made by TIPS and the vendor.  
Do you agree to these terms?

Yes, I Agree

75 Acts or Omissions Explanation of No Answer

76 Contract Governance

Any contract made or entered into by the TIPS is subject to and is to be governed by Section 271.151 et seq, Tex Loc Gov't Code. Otherwise, TIPS does not waive its governmental immunities from suit or liability except to the extent expressly waived by other applicable laws in clear and unambiguous language.

Yes

77 Payment Terms and Funding Out Clause

Payment Terms:  
TIPS members pay net 30 or at point of sale and complies with the State of Texas payment law, Texas Government Code, Chapter 2251. See statute for specifics or consult your legal counsel. These are minimum terms required of the TIPS member in Texas by law and the parties may negotiate custom payment terms as desired provided they do not violate the statutory requirements. Statutory or binding regulations control TIPS members in this contract.  
Funding out Clause:  
Pursuant to Texas Local Government Code Sec. 271.903, any proposal offer accepted by TIPS and its members and all contracts to be approved are subject to the budgeting and appropriation of then currently available funds. See statute for specifics or consult your legal counsel.  
Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?

Yes

78 Insurance and Fingerprint Requirements Information

Insurance

If applicable and your staff will be on TIPS member premises for delivery, training or installation etc. and/or with an automobile, you must carry automobile insurance as required by law. You may be asked to provide proof of insurance.

Fingerprint

It is possible that a vendor may be subject to Chapter 22 of the Texas Education Code. The Texas Education Code, Chapter 22, Section 22.0834. Statutory language may be found at: <http://www.statutes.legis.state.tx.us/>

If the vendor has staff that meet both of these criterion:  
(1) will have continuing duties related to the contracted services; and

(2) has or will have direct contact with students

Then you have "covered" employees for purposes of completing the attached form.

TIPS recommends all vendors consult their legal counsel for guidance in compliance with this law. If you have questions on how to comply, see below. If you have questions on compliance with this code section, contact the Texas Department of Public Safety Non-Criminal Justice Unit, Access and Dissemination Bureau, FAST-FACT at

NCJU@txdps.state.tx.us and you should send an email identifying you as a contractor to a Texas Independent School District or ESC Region 8 and TIPS. Texas DPS phone number is (512) 424-2474.

See form in the next attribute to complete entitled:

Texas Education Code Chapter 22 Contractor Certification for Contractor Employees

(No Response Required)

79 Texas Education Code Chapter 22 Contractor Certification for Contractor Employees

Introduction: Texas Education Code Chapter 22 requires entities that contract with school districts to provide services to obtain criminal history record information regarding covered employees. Contractors must certify to the district that they have complied. Covered employees with disqualifying criminal histories are prohibited from serving at a school district.

Definitions: Covered employees: Employees of a contractor or subcontractor who have or will have continuing duties related to the service to be performed at the District and have or will have direct contact with students. The District will be the final arbiter of what constitutes direct contact with students. Disqualifying criminal history: Any conviction or other criminal history information designated by the District, or one of the following offenses, if at the time of the offense, the victim was under 18 or enrolled in a public school:

(a) a felony offense under Title 5, Texas Penal Code; (b) an offense for which a defendant is required to register as a sex offender under Chapter 62, Texas Code of Criminal Procedure; or (c) an equivalent offense under federal law or the laws of another state.

I certify that:

NONE (Section A) of the employees of Contractor and any subcontractors are covered employees, as defined above. If this box is checked, I further certify that Contractor has taken precautions or imposed conditions to ensure that the employees of Contractor and any subcontractor will not become covered employees. Contractor will maintain these precautions or conditions throughout the time the contracted services are provided.

OR

SOME (Section B) or all of the employees of Contractor and any subcontractor are covered employees. If this box is checked, I further certify that:

(1) Contractor has obtained all required criminal history record information regarding its covered employees. None of the covered employees has a disqualifying criminal history.

(2) If Contractor receives information that a covered employee subsequently has a reported criminal history, Contractor will immediately remove the covered employee from contract duties and notify the District in writing within 3 business days.

(3) Upon request, Contractor will provide the District with the name and any other requested information of covered employees so that the District may obtain criminal history record information on the covered employees.

(4) If the District objects to the assignment of a covered employee on the basis of the covered employee's criminal history record information, Contractor agrees to discontinue using that covered employee to provide services at the District.

Noncompliance or misrepresentation regarding this certification may be grounds for contract termination.

Some

80 Solicitation Deviation/Compliance

Does the vendor agree with the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation?

Yes

If the bidder intends to deviate from the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation, all such deviations must be listed on this attribute, with complete and detailed conditions and information included or attached.

TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any bid based upon any deviations indicated below or in any attachments or inclusions.

In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Standard Terms and Conditions, Item Specifications, and all other information contained in this Solicitation.

- Terms & Conditions – Shipments (page 3 of 12): Standard lead time is 2+ days depending on if the item is made to order or not and is then based on the manufacturer’s production time. Lead times could run 6-8 weeks during the summer months. All lead times are clearly communicated on all phone calls, quotes and orders.

- Installation Services: Installation charges will range from \$45 - \$65 per hour with a minimum trip charge of \$200. Installation charges vary based on the complexity of the job as well as the State and location of the site. Prevailing wage installation rates are available and will be quoted on an individual job basis to meet the state’s wage rates.

- Pricing: School Outfitters is offering an additional percentage off of our already discounted prices on our website [www.schooloutfitters.com](http://www.schooloutfitters.com) for all of the manufacturer’s listed on our Pricing page. We are offering TIPS better pricing than typically offered for other like cooperative procurement organizations.

- Terms & Conditions -TIPS member Purchasing Procedures (page 6 of 12):

If the customer calls and requests to order off of the TIPS Furniture Contract:

School Outfitters will direct the customer to send their PO directly to TIPS or School Outfitters will send the PO to TIPS for approval before placing the order.

If the customer calls and does not request to order off of the TIPS Furniture Contract:

School Outfitters will proactively market the TIPS Furniture Contract to the customer. School Outfitters will process the PO and will send TIPS a custom report on an agreed upon interval of time (weekly, bi-monthly, monthly).

- TIPS members must call, chat, or email to receive their discount. Orders placed online will not receive the TIPS Contract discount.

- Volume discounts are available by calling 800-260-2776. A Sales

Representative will provide a quote with additional discounts based on the volume quoted.

- School Outfitters sub-contracts all services to National and Regional Installation companies to allow for National coverage and competitive rates. School Outfitters does not have any current contracts with specific sub-contractors that are Texas HUB Vendors. School Outfitters is willing to make the effort to work with HUB vendors on a per project basis if requested by the district.

- School Outfitters currently does not have any covered employees or subcontractors performing services in Texas. If we have employees or subcontractors having continuing duties related to the service to be performed at the District and have or will have direct contact with students we will comply with all Texas Education Code Chapter 22 requirements.

82 Agreement Deviation/Compliance

Does the vendor agree with the language in the Vendor Agreement?

Yes

If the proposing Vendor desires to deviate from the Vendor Agreement language, all such deviations must be listed on this attribute, with complete and detailed conditions and information included. TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any proposal based upon any deviations indicated below. In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Vendor Agreement.

- Terms & Conditions – Shipments (page 3 of 12): Standard lead time is 2+ days depending on if the item is made to order or not and is then based on the manufacturer's production time. Lead times could run 6-8 weeks during the summer months. All lead times are clearly communicated on all phone calls, quotes and orders.

- Installation Services: Installation charges will range from \$45 - \$65 per hour with a minimum trip charge of \$200. Installation charges vary based on the complexity of the job as well as the State and location of the site. Prevailing wage installation rates are available and will be quoted on an individual job basis to meet the state's wage rates.

- Pricing: School Outfitters is offering an additional percentage off of our already discounted prices on our website [www.schooloutfitters.com](http://www.schooloutfitters.com) for all of the manufacturer's listed on our Pricing page. We are offering TIPS better pricing than typically offered for other like cooperative procurement organizations.

- Terms & Conditions -TIPS member Purchasing Procedures (page 6 of 12):

If the customer calls and requests to order off of the TIPS Furniture Contract:

School Outfitters will direct the customer to send their PO directly to TIPS or School Outfitters will send the PO to TIPS for approval before placing the order.

If the customer calls and does not request to order off of the TIPS Furniture Contract:

School Outfitters will proactively market the TIPS Furniture Contract to the customer. School Outfitters will process the PO and will send TIPS a custom report on an agreed upon interval of time (weekly, bi-monthly, monthly).

- TIPS members must call, chat, or email to receive their discount. Orders placed online will not receive the TIPS Contract discount.

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- School Outfitters currently does not have any covered employees or subcontractors performing services in Texas. If we have employees or subcontractors having continuing duties related to the service to be performed at the District and have or will have direct contact with students we will comply with all Texas Education Code Chapter 22 requirements.

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Line Items

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Response Total: \$0.00

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## TIPS – The Interlocal Purchasing System

Region 8 Education Service Center | 4845 US Hwy 271 North | Pittsburg, Texas 75686

Date: May 26, 2017

RE: 170302 – Furniture (Addendum 1)

Addendum 1 was issued 4/7/2017. This addendum added a separate upload section for the price lists required for this RFP. There were no other addendums issued for this RFP. This original bid closing date was extended from April 21, 2017 to April 27, 2017.

*Sarah Bond*

Sarah Bond  
Contracts Compliance Specialist

Screen shot from TIPS eBid System, showing the history of RFP 170302 – Furniture (Addendum 1)

Bid Audit History		
<a href="#">Return</a>		
Date	Line	Description
5/1/2017 09:07 AM (CT)	Header	Bid request unsealed by SBOND TIPS.
4/27/2017 03:00 PM (CT)	Header	Bid request closed by the system.
4/11/2017 01:10 PM (CT)	Header	Bid Close Date extended from 4/21/2017 03:00:00 PM (CT) to 4/27/2017 03:00:00 PM (CT). By RPOWELLTIPS. Reason: To provide more time for vendors to respond.
4/7/2017 11:50 AM (CT)	Header	Addendum issued by the system.
4/7/2017 11:50 AM (CT)	Header	Addendum published by RPOWELLTIPS. Reason: TIPS added an upload section for the Pricing Spreadsheet #2. Both pricing spreadsheets are required
4/7/2017 11:40 AM (CT)	Header	Bid Request Information Copied from Bid '170302' by RPOWELLTIPS.
3/2/2017 08:01 AM (CT)	Header	Bid request issued by the system.
2/28/2017 09:29 AM (CT)	Header	Bid request published by RPOWELLTIPS. - Issue time adjusted by the system to balance workload.
2/27/2017 10:06 AM (CT)	Header	Bid Request Information Copied from Bid '444444' by RPOWELLTIPS.
2/27/2017 10:06 AM (CT)	Header	Bid Request created by RPOWELLTIPS.
Items 1-10 shown of 10		
Addendum Audit History		
<a href="#">Return</a>		
Date	Line	Description
4/7/2017 11:40 AM (CT)	Header	Addendum 1 created for bid '170302' by RPOWELLTIPS.
Items 1-1 shown of 1		



Resellers - Dealers									
<b>Reseller/Dealer Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>	<b>Contact Name</b>	<b>Contact Email</b>	<b>Contact Phone</b>	<b>Contact Fax</b>	<b>Company Website</b>
The Aquiline Group	1801 Columbia Road, Suite 101	Washington	DC	20009	Evelyn Rodriguez	<a href="mailto:evelyn@theaquilinegroup.com">evelyn@theaquilinegroup.com</a>	202.483.1757	202.462.3781	<a href="http://theaquilinegroup.com/">http://theaquilinegroup.com/</a>

## Certification Regarding Lobbying

Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds.

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

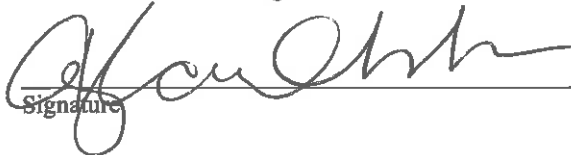
School Outfitters

3736 Regent Ave, Cincinnati, OH 45212

Name/Address of Organization

Angela Webb - Director of Sales

Name/Title of Submitting Official

  
Signature

4/24/2017  
Date

FELONY CONVICTION NOTICE

Statutory citation covering notification of criminal history of contractor is found in the Texas Education Code #44.034. Following is an example of a felony conviction notice:

State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, Subsection (a), states "a person or business entity that enters into a contract with a school district or ESC 8/TIPS must give advance notice to the district or ESC 8/TIPS if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony."

Subsection (b) states "a school district may terminate a contract with a person or business entity if the district determines that the person or business entity failed to give notice as required by Subsection (a) or misrepresented the conduct resulting in the conviction. The district must compensate the person or business entity for services performed before the termination of the contract."

THIS NOTICE IS NOT REQUIRED OF A PUBLICLY-HELD CORPORATION

Complete only one of the three below: A or B or C.

I, the undersigned agent for the firm named below, certify that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

Official: Angela Webb  
Print Authorized Company Official's Name

A. My firm is a publicly held corporation; therefore, this reporting requirement is not applicable.

Signature of Authorized Company Official: \_\_\_\_\_

B. My firm is not owned nor operated by anyone who has been convicted of a felony:

Signature of Authorized Company Official: Angela Webb

C. My firm is owned or operated by the following individual(s) who has/have been convicted of a felony:

Name of Felon(s): \_\_\_\_\_

Details of Conviction(s): \_\_\_\_\_

Signature of Authorized Company Official: \_\_\_\_\_

**Federal Requirements for Procurement and Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.**

The Education Service Center Region 8 and TIPS anticipate possibly using federal funds for procurement under this potential award and is required to obtain the following compliance assurance.

**1. Will you be subcontracting any of your work under this award if you are successful?** (Circle one)

YES or NO

**2. If yes, do you agree to comply with the following federal requirements?** (Circle one)

YES or NO

2 CFR §200.321 Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

(a) The non-Federal entity must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

(b) Affirmative steps must include:

- (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
- (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
- (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
- (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce ; and
- (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) of this section.

Company Name School Outfitters

Print name of authorized representative Angela Webb

Signature of authorized representative 

Date 4/25/2017



FAILURE TO PROPERLY COMPLETE THIS FORM AND SUBMIT WITH YOUR RESPONSE MAY RESULT IN A WAIVER OF YOUR RIGHTS UNDER THE LAW TO MAINTAIN CONFIDENTIALITY TREATMENT OF SUBMITTED MATERIALS.

CONFIDENTIAL INFORMATION SUBMITTED IN RESPONSE TO COMPETITIVE PROCUREMENT REQUESTS OF EDUCATION SERVICE CENTER REGION 8 AND TIPS IS GOVERNED BY TEXAS GOVERNMENT CODE, CHAPTER 552

If you consider any portion of your proposal to be confidential information and not subject to public disclosure pursuant to Chapter 552 Tex Gov't Code or other law(s), you **must make a copy of all claimed confidential materials within your proposal and put this COMPLETED form as a cover sheet to said materials then scan, name "CONFIDENTIAL" and upload with your proposal submission.** (You must include the confidential information in the submitted proposal as well, the copy uploaded is to indicate which material in your proposal, if any, you deem confidential in the event the District receives a Public Information Request.) Education Service Center Region 8 and TIPS will follow procedures of controlling statute(s) regarding any claim of confidentiality and shall not be liable for any release of information required by law. Pricing of solicited product or service may be deemed as public information under Chapter 552 Tex Gov't Code. The Office of Texas Attorney General shall make the final determination whether the information held by Education Service Center Region 8 and TIPS is confidential and exempt from public disclosure.

**I DO NOT** desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS. The attached contains material from our proposal that I classify and deem confidential under Texas Gov't Code Sec. 552 or other law(s) and I invoke my statutory rights to confidential treatment of the enclosed materials:

\_\_\_\_\_  
Name of company claiming confidential status of material

\_\_\_\_\_  
Printed Name, Title, and Signature of authorized company officer claiming confidential status of material

\_\_\_\_\_  
Address City State ZIP Phone

ATTACHED ARE COPIES OF \_\_\_\_\_ PAGES OF CONFIDENTIAL MATERIAL FROM OUR PROPOSAL

**Express Waiver:** I desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS.

School Outfitters  
Name of company expressly waiving confidential status of material

Angela Webb, Director of Sales Angela Webb  
Printed Name, Title, and Signature of authorized company officer expressly waiving confidential status of material

3736 Regent Ave Cincinnati OH 45212 800-260-2776  
Address City State ZIP Phone



## Policy and Warranty Information

**TO ORDER** — Write the catalog number of each item. Add quantity. Include colors of table tops, metal finish and color of moulding where applicable.

**TERMS OF SALE** — Net 30 days, for dealers who qualify for credit in AmTab's judgement. All orders are subject to acceptance by AmTab. All prices listed herein are f.o.b. factory.

**ACKNOWLEDGEMENTS** — Every order is acknowledged. Orders are manufactured and invoiced based upon the information in the acknowledgement. If there is any discrepancy, the dealer or customer must notify AmTab within 5 working days. Orders are accepted by AmTab per terms herein and on the acknowledgement. AmTab rejects any terms and conditions contained in any customer purchase orders or other business forms which are different from the terms stated herein and on the acknowledgement.

**PHONE ORDERS** — AmTab accepts phone orders as a service to meet customers' needs. However a purchase order marked: "confirmation" must follow immediately. Duplicate orders not marked "confirmation" are the responsibility of the customer.

**SHIPMENT DAMAGE CLAIMS** — All shipments should be carefully inspected by the consignee before acceptance and the delivering carrier should be requested to record any damage or shortage on the delivery receipt before the consignee signs it. If further damage is found after delivery, immediate inspection by the delivering carrier should be requested. Notification of concealed damages must be made to the delivering carrier within 15 days after delivery of merchandise. Carrier liability ceases after 15 days. CAUTION: After obtaining a clear receipt for shipment, the delivering carrier is no longer responsible for damage or shortages.

**RETURNS** — Merchandise returned will not be accepted without written consent of AmTab. After approval, returned merchandise must be shipped pre-paid and subject to minimum of 15% handling charge unless it is AmTab's responsibility.

**WARRANTY** — AmTab warrants products purchased hereunder to be free of defects in materials and workmanship for a period of fifteen (15) years from the date of shipment. This warranty shall not apply in the event products are damaged as a result of misuse, abuse, neglect, accident, improper application, modification or repair by persons not authorized by AmTab, where products are damaged during shipment, or where the date stamps on the products has been defaced, modified or removed.

UNLESS CONSIDERED UNENFORCEABLE OR UNLAWFUL UNDER APPLICABLE LAW.

a. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXCLUDED.

b. PURCHASER'S REMEDY, IF ANY, FOR ANY DEFECTIVE PRODUCTS SHALL BE LIMITED TO A REFUND, REPLACEMENT OR ADJUSTMENT BY AMTAB OF THE PRODUCTS AT AMTAB'S OPTION, AND SHALL IN NO EVENT INCLUDE DAMAGES OF ANY KIND, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.



PO Drawer D  
 2885 Lorraine Avenue  
 Temple TX 76503  
 254-778-4727 (O)  
 254-773-0500 (F)

MooreCo Products Limited Warranty –MooreCo warrants that your Product is free from defects in materials or workmanship, subject to the below schedule. This warranty only applies to Products purchased directly from an authorized MooreCo dealer and is only valid for the original purchaser and for the original installation. The warranty is terminated upon transfer, sale, or modification of the Product.

If a Product is defective in materials or workmanship, MooreCo will replace or repair it at no charge, based on the below schedule. This is your sole and exclusive remedy, and repair or replacement of the Product will be at the sole discretion of MooreCo. Shipping charges to the repair facility will be the responsibility of the purchaser, and shipping charges to return the repaired Product to the purchaser will be paid by MooreCo, except for Products returned for repair during the first 30 days after purchase, in which case all shipping charges will be paid by MooreCo. This warranty is subject to the limitations, exclusions and other provisions below, and applies to Products purchased after February 1, 2010 which are delivered within the United States of America and the Commonwealth of Canada.

Limitations involving particular Product lines, materials and components: The particular Product lines, materials and components listed below are warranted according to the following schedule from the date of sale:

Products	Warranty
PVC and melamine laminate desks, tables, workstations, carts, and other furniture	1 Year
Economy Soft Seating	1 Year
HPL laminate desks, tables, workstations, carts, and other furniture	12 Years
Height adjustable seating	2 Years
Non-adjustable seating	12 Years
Contract Soft Seating	See Spec Guide for details
The surface of whiteboards and mobile whiteboards with surface of glass, Gorilla Glass, porcelain steel, porcelain aluminized steel and Rubber-Tak	50 Years
The surface of whiteboards and mobile whiteboards with surface of Dura-Rite	20 Years
The surface of whiteboards and mobile whiteboards with surface of Magne-Rite and tack boards	10 Years
The surface of whiteboards and mobile whiteboards with a surface of TuF-Rite	5 Years
The surface of whiteboards and mobile whiteboards with a surface of Mark-Rite	3 Years
iTeach carts – with exception of electrical components	12 Years
iTeach carts – electrical components only	1 Year
OneBoard – Surface Warranty	Limited Lifetime - MooreCo warrants the owner of the original installation that the surface material is to be free of defects for a lifetime of normal use
OneBoard – Electrical	2 years



PO Drawer D  
 2885 Lorraine Avenue  
 Temple TX 76503  
 254-778-4727 (O)  
 254-773-0500 (F)

OneBoard – Operating System compatibility	No warranty is express or implied due to future operating system updates and other modifications including software versions. Contact MooreCo for details
Other Products not listed	1 Year

**Exclusions:** This warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership.
- Damage caused by abuse, misuse, neglect, vandalism, accident, modifications, or water or fire.
- Damage caused by the carrier in-transit, which will be handled as claims against the carrier
- Modifications or attachments to the Product that are not approved by MooreCo.
- Products that were not installed, used or maintained in accordance with Product instructions and warnings
- Products used for rental purposes.
- Labor and/or materials to remove and replace Products.
- Damage caused by environmental issues, including use and/or storage of the Product in facilities subjected to uncontrolled high temperatures.

**TO THE EXTENT ALLOWED BY LAW, MOORECO MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MOORECO WILL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES, LOSS OF TIME OR USE, OR OTHER INCIDENTAL DAMAGES.**

**FOR ITEACH/ONEBOARD USERS - TO THE EXTENT ALLOWED BY LAW, MOORECO MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MOORECO WILL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES, LOSS OF TIME OR USE, OR OTHER INCIDENTAL DAMAGES.**

**NOTICE TO PURCHASERS FOR HOME OR PERSONAL USE:** Federal law does not permit the exclusion of certain implied warranties for consumer Products. Therefore, if you are purchasing this Product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**To obtain service under this limited warranty:** By following the procedures regarding warranty claims outlined below, you can be assured of the best level of service.

1. Contact MooreCo by phone at 1-800-749-2258 or by mail at 2885 Lorraine Avenue, Temple, Texas 76501 within 30 days of discovery of the defect. Be prepared to prove you are the original purchaser of the Product and provide your model number, description of the Product, and description of the defect. Then provide MooreCo with your name, address, area code, and telephone number.
2. MooreCo will review all pertinent information regarding the claim, including inspection of the Product if deemed appropriate by MooreCo.
3. If MooreCo affirms that the Product in question is eligible under the conditions of the limited warranty as stated above, the customer service representative or another representative of MooreCo will determine whether to provide replacement parts, authorize repairs or replace the Product.

**PRODUCTS RETURNED TO THE MOORECO FACILITY WITHOUT A RETURN AUTHORIZATION WILL BE REFUSED.**



**BioFit's 13 Year Warranty**  
**on**  
**Seating, Tables and Multipurpose Carts**  
October 4, 2011

BioFit furniture products are warranted against mechanical or structural failure due to defective material, workmanship, or abnormal wear for 13 years of normal use. Pneumatic cylinders are covered for the functional lifetime of the chair or stool.

BioFit reserves the right to recondition or replace any units covered by this warranty. Freight and any other consequential damages are not covered. All return shipments require written authorization and must be freight prepaid unless otherwise approved in writing. COM (Customer's Own Material) upholstery materials are not covered.

BioFit takes its warranty, repair and maintenance responsibilities very seriously. Efforts by unqualified personnel to perform repairs on BioFit products can result in dangerous conditions which can lead to serious bodily injury. Any attempt to modify, alter or make unauthorized repairs to BioFit products may not only seriously jeopardize the safety of the user, but will void this warranty in every respect.

\* 13-year warranty does not apply to Intensive Plus™ seating, which carries a 5-year warranty.

P.O. Box 109 Waterville, Ohio 43666-0109 U.S.A.

800-597-0246

(419) 823-1089

email: [biofit@biofit.com](mailto:biofit@biofit.com)

Fax (419) 823-1342

[www.biofit.com](http://www.biofit.com)

**NORSTAR OFFICE PRODUCTS SALES POLICIES****ORDERING:**

- **No minimum order** is ever required by Norstar Office Products.
- All purchase orders and cancellations must be issued IN WRITING and faxed, mailed or e-mailed to Norstar Office Products. Customer cancellations must be confirmed IN WRITING to Norstar. Norstar will cancel orders remaining open in excess of 10 days from date of PO receipt or from customer required ship date, unless otherwise noted.
- All orders for items that are in stock will be expedited/shipped within a 48 hour period upon receipt of a confirmed purchase order in writing.
- If any item in your purchase order is not in stock, you will be notified. Upon notification, you will have the following three options to choose from in regard to your order:
  1. Ship the items that are available now and back order the out of stock items. (Split-shipment)
  2. Hold the order until all items are in stock and then ship the entire order complete. (Hold and Consolidate)
  3. Ship the items that are available now and cancel the order for items not in stock.

**TERMS OF SALE:**

- All dealers may choose to apply for credit terms with Norstar Office Products by completing our credit application. Upon approval of the credit application, net 30 days terms will be extended to you along with a pre-set maximum credit limit. There is an automatic late penalty fee of \$24 for any invoice that is not paid within 30 days from the date of our invoice. In addition, past due accounts are subject to a finance charge of 1.5% per month, which is 18% annually. Any check returned for insufficient funds will be assessed a \$25 fee.
- For clients with no credit account with Norstar, full payment in advance will be required for all orders. Payment must be received within 48 hours to retain available inventory.
- Norstar Office Products reserves the right to adjust pricing at any time.

**SHIPPING INFORMATION: F.O.B. Factory**

- NORSTAR Office Products' responsibility ceases and title of goods is passed to the customer when a shipment is accepted for transportation by any carrier from our factory/warehouse (Commerce or Atlanta). Carrier routing will be established by Norstar Office Products if it is not otherwise indicated on Client's purchase order.
- The customer is responsible for any applicable fee's associated with address corrections made after the product has left our facility.
- All freight charges for shipments will be added to the Norstar invoice and billed to the customer unless otherwise instructed on the purchase order.
- Customers do have the option to designate their own Carrier and make payment for freight charges directly to their Carrier. In such cases, the instructions for shipping must be stated clearly on the purchase orders and a \$4.00 per carton S&H fee will be billed as a separate line item on your invoice.
- For 3<sup>rd</sup> Party Shipments, if any shipment is received damaged, please note the damage on the Carrier freight bill at the time of acceptance and immediately file a claim for appropriate damages with the Carrier. Any concealed damages 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.
- Shipping quotes are valid only until expiration date.
- Will call orders will be held for 24 hours maximum.

**RETURN POLICY:**

If you are not satisfied with your merchandise, or if you find that it is defective or damaged, it may be returned or exchanged within 30 days of the original purchase date from Norstar with proof of purchase.

- After 30 days, Norstar will replace the defective or damaged parts and components based on the guidelines within the limited warranty.
- A Return Merchandise Authorization (RMA) number must be obtained to process the return and is valid for 30 days from date issued and must be included with the returned product.
- Merchandise returned free of defects or damages must be returned in its original packaging and in re-saleable condition. Customer must return the merchandise freight prepaid to Norstar's designated location. Norstar will not refund to customer the original shipping charges. In addition, Norstar can assess up to a 25% restocking fee against the Customer's account on all non-defective returns for refund/exchange.
- Credit for the full cost minus shipping and processing fees, where applicable, will be issued to customers upon receipt of the returned merchandise.
- Damages due to freight carrier mishandling and/or concealed damage, must be reported within 15 days of receipt of product. Credit for damaged merchandise will be issued to customers upon resolution of the claim to the freight carrier on behalf of the customer.
- Damages done when shipping 3<sup>rd</sup> party are not covered in this return policy. Customer will be responsible for any claims that need to be filed with the 3<sup>rd</sup> party carrier, both Trucking and Fed Ex/UPS.

**PRODUCT POLICY:**

- All products are subject to change. Measurements and finishes are subject to slight variations.

**NORSTAR OFFICE PRODUCTS SIX-YEAR LIMITED WARRANTY FOR CHAIRS**

NORSTAR Office Products wants you to be happy with our products. When used and maintained properly, they will provide you with years of satisfaction.

NORSTAR chairs are warranted against manufacturing defects in material and workmanship for six years from the ORIGINAL DATE OF RETAIL PURCHASE with the following exceptions: Upholstery materials, foam, gas cylinders, wood components and control mechanisms. Upholstery materials and foam are warranted against unusual wear or deterioration and gas cylinders, wood components, and controls against structural failure or unusual wear for TWENTY-FOUR months. All electronic components for the heating units have a 180 day warranty period.

The warranty obligation is limited to the replacement or repair, at NORSTAR OFFICE PRODUCTS' option, of defective parts and components. The warranty of this product is null and void if the product is subject to negligence, abuse, misuse, modification, accident, or if the customer does not perform the necessary maintenance outlined below. The warranty is only applied to the original retail purchaser of the product and will not be honored if the product is resold. All warranties are for normal usage defined as a forty-hour workweek by persons weighing two hundred fifty pounds or less. Exceptions are the model B205 that is limited to one hundred fifty pounds. The B709, B7719, B990, B991 and B992 which are limited to three hundred fifty pounds and B670 and BR99801 which are limited to three hundred pounds.

Should any component be found to be defective under normal single shift usage (eight hours a day), that component will be replaced free of charge. In order to get the replacement part, please return the product or part to the dealer from whom it was purchased. The dealer will send the defective part to the manufacturer, freight prepaid. The manufacturer will replace the defective parts and send them to the dealer, freight prepaid. The manufacturer is not responsible for labor and/or redelivery charges. Customers must be responsible for maintenance of this product including assembly, cleaning, and making sure all hardware is securely fastened.

This warranty applies only to the product; the manufacturer is not responsible in any way for loss, inconvenience or any other special or consequential damages. This warranty is the only warranty applicable on all Norstar products. All other warranties, expressed or implied prior, are disclaimed.

**NORSTAR OFFICE PRODUCTS ONE-YEAR LIMITED WARRANTY FOR CASEGOODS AND SLIP COVERS**

NORSTAR casegoods and slip covers are warranted against manufacturing defects in material and workmanship for one year from the ORIGINAL DATE OF RETAIL PURCHASE.

The pricing contained herein reflects standard freight through port of entry, and from Norstar Office Products warehouses. All pricing is FOB our facility. Norstar Office Products reserves the right to proportionally implement on a per unit basis, any port surcharges, including congestion and peak season charges as applied by ocean freight lines. Additionally, we reserve the right to pass along proportionally any port fees and or charges implemented by any port of entry or government agency.





## LIMITED LIFETIME WARRANTY

Bush Industries promises to repair or replace any Bush brand product or component that is defective in material or workmanship for as long as you, the original purchaser, own it. This warranty is subject to the limitations, exclusions, and other provisions below. It applies to products manufactured after January 1, 2007.

### Limitations involving materials and components:

The materials and components listed below are covered according to the following schedule from the date of sale:

- Five Years – Glides, casters, polymer-based components, panel, upholstery fabrics, foam, laminates, veneer finishes, and other covering materials

### Exclusions:

This warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership.
- Damage cause by the carrier in-transit, which will be handled under separate terms.
- Modifications or attachments to the product that are not approved by Bush Industries.
- Products that were not installed, used or maintained in accordance with product installations and warnings.
- Products used for rental purposes.
- Products used outdoors.

TO THE EXTENT PERMITTED BY LAW, BUSH INDUSTRIES MAKES NO OTHER WARRANTY, EITHER EXPRESS, STATUTORY OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF BUSH INDUSTRIES CANNOT LAWFULLY DISCLAIM ANY STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE WARRANTY SPECIFIED FOR THE COVERED PRODUCT OR COMPONENT. BUSH INDUSTRIES WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

### Notice to purchasers for home or personal use:

Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. 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 give you specific legal rights, and you may also have other rights which vary from state to state. This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.

### To obtain service under this warranty:

Your Bush dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service.

1. Contact Bush Industries, Inc. within 30 days of discovery of the defect. Be prepared to affirm you are the original purchaser of the product and to provide the item number(s) from the product in question.
2. Bush Industries affirms that the product in question is eligible under the conditions of warranty stated above, the customer service representative or another representative of the Company will determine whether to provide replacement parts, authorize repairs, or replace the product

This warranty is intended to comply with the Magnuson Moss Warranty-Federal Trade Commission Improvements Act, and any provisions of this warranty or actions taken by Bush Industries pursuant to this warranty shall be construed in accordance with such Act.

Bush Industries, Inc.  
One Mason Drive  
Jamestown, NY 14702-0460

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All Rights Reserved





## **10 YEAR COMMERCIAL WARRANTY**

All products marketed under the Bush Business Furniture brand are warranted to the original purchaser at the time of purchase and for a period of ten years thereafter.

We warrant to you, the original purchaser, that our commercial quality furniture and all its parts and components are free of defects in material or workmanship. "Defects," as used in this warranty, is defined as any imperfection which impairs the use of the furniture product.

Our warranty is expressly limited to the replacement of furniture parts and components. For ten years after the date of purchase, Bush Business Furniture will replace any parts that are defective in material or workmanship.

This warranty applies under conditions of normal use. Our Bush Business Furniture products are not intended for outdoor use. This warranty does not cover: 1) defects caused by improper assembly or disassembly; 2) defects occurring after purchase due to product modification; intentional damage, accident, misuse, abuse, negligence or exposure to the elements; and 3) labor or assembly costs.

IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, SHALL NOT EXTEND BEYOND THE DURATION OF THE WRITTEN WARRANTY STATED ABOVE, AND IN NO EVENT SHALL BUSH INDUSTRIES BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM USE OF THE PRODUCT. Some states do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that may vary from state to state.

Bush Industries, Inc.  
One Mason Drive  
Jamestown, NY 14702-0460

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## • Cambro Warranty

- Cambro offers a 5 year pro-rated warranty against damage or defects found in excess to normal wear and tear on our Camtrays®, Camtread® trays and Dinnerware. Commercial Electrical Equipment models hold a one year warranty.

Non-skid Versa Camtrays, Tongs, Polycarbonate food storage pans, all high heat material products, squares, rounds and lids have a 2-year pro-rated warranty. Camshelving® and Camshelving Elements Series have a one year warranty on workmanship and a lifetime limited warranty against rust and corrosion, excluding mobile posts. For all other Cambro products, Cambro warrants to the original buyer a three-year pro-rated warranty unless otherwise noted. If product proves defective during this time, Cambro grants a pro-rated credit of the original price toward replacement product.

**The warranty applies on all Cambro products only when used under normal foodservice industry conditions.**

### LIMITED ORIGINAL COMMERCIAL ELECTRICAL EQUIPMENT WARRANTY

Cambro Manufacturing warrants its new product(s) to be free from defects in material and workmanship for a period of one (1) year from the date of shipment from authorized Cambro distribution locations.

This Warranty is subject to the following conditions and limitations:

1. This warranty is limited to product(s) sold by Cambro Manufacturing to the original user in the continental United States and Canada. For International Warranty Claims contact your local Cambro Representative.
2. The Liability of Cambro Manufacturing is limited to the repair or replacement of any part found to be defective. Parts and labor required for preventative maintenance or cleaning are not covered under this warranty.
3. Cambro Manufacturing will bear normal charges incurred in the repair or replacement of a warranted piece of equipment within 50 miles (80 kilometers) of an authorized service agency. Time and travel charges in excess of 50 miles (80 kilometers) will be the responsibility of the person or firm requesting the service. All labor to repair and/or service the warranted unit(s) shall be performed during regular working hours. Overtime premium will be charged to the buyer and is NOT covered by this warranty.
4. Charges incurred by delays or operating restrictions that hinder the service technician's ability to access or perform service to equipment in question are NOT covered by this warranty. This includes Institutional, Correctional, Military, and Marine facilities.
5. Cambro Manufacturing will bear no responsibility or liability for any product(s) which have been mishandled, abused, misapplied, misused, subjected to harsh chemical action, damaged by flood, fire, or other acts of nature, field modified by unauthorized personnel or which have altered or missing serial numbers.
6. Cambro Manufacturing does not recommend or authorize the use of any product(s) in a non-commercial application, including but not limited to residential use. The use or installation of any product(s) in non-commercial applications renders all warranties, express or implied, including the warranties of MERCHANTABILITY and FITNESS FOR A PARTICULAR PURPOSE, null and void, including any responsibility for damage, costs and legal actions resulting from use or installation of product(s) in any non-commercial setting.

7. Adjustments such as calibrations, leveling, tightening of fasteners or utility connections normally associated with the original installation are the responsibility of the dealer or installer and not that of Cambro Manufacturing. Improper installation includes, but is not limited to, use of inadequate electrical wiring and/or insufficient or improper voltage.

8. Replacement part(s) which are replaced in the field by Cambro authorized service technicians ONLY will be warranted for the duration of the equipment warranty or 90 days effective from date of installation, whichever is greater. This warranty is for part(s) cost only and does not include freight or labor charges.

9. This states the exclusive remedy against Cambro Manufacturing relating to the product(s), whether in contract or in tort or under any other legal theory, and whether arising out of warranties, representations, instructions, installations or defects from any cause. Cambro Manufacturing shall not be liable, under any legal theory, for loss of use, revenue or profit, or for substitute use of or performance, or for incidental, indirect, or special or consequential damages or for any other loss or cost of a similar type.

10. THIS WARRANTY AND THE REPRESENTATIONS AND TERMS SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, INCLUDING BUT NOT LIMITED TO, OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE AND CONSTITUTES THE ONLY WARRANTY OF CAMBRO MANUFACTURING WITH RESPECT TO THE PRODUCT(S).

RETURN POLICY: Cambro Manufacturing products cannot be returned without prior written factory authorization (RMA). The restocking charge is 15% plus any costs required to recondition the equipment. No returns accepted after 90 days from date of invoice. Electrical components returned are subject to inspection prior to credit being issued. Electrical components which have been installed by an operator or non-approved service agent are not returnable for credit.



WHAT WARRANTY COVERS	Cover Materials	cracking, tearing, unraveling or split seams
	Mirrors	broken or scratched upon delivery
	Cots	cracked or broken ends, torn mesh bed
	Cubbies/Bins	cracked or broken
	Dolls/Puppets	split seams
	Costumes	torn seams or unraveled hems

EXCLUDED FROM WARRANTY	Casters	
	Product Damage	due to improper use or cut by sharp object when package opened by customer
	Upholstery Materials	damaged due to sun/rain or other weather related exposure

WARRANTY PERIOD	Bean Bags	1 year on covers only
	Germ Guard / Infection Control Rest Mats	3 years
	Rest Time and Toddler Cots	7 years
	All other products	2 years

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comes to play

314.821.1441  
[childrensfactory.com](http://childrensfactory.com)  
 510 S. McKinley Ave. Union, MO 63084

## PRODUCT WARRANTY INFORMATION

To find out how easy it is to "do it yourself" when it comes to repairing an Angeles® product, call our experienced customer service department at 1-800-346-6313. A part list is also available online at [www.AngelesStore.com](http://www.AngelesStore.com). Angeles® will repair or replace any defective part free of charge as follows:

### Lifetime Warranty

- Technology Tables
- Value Line Furniture
- Value Line Birch Furniture
- Value Stack™ Chairs

### 10-Year Warranty

- MyPosture™ Chairs
- Spaceline® Cots
- Value Line Cots

### 7-Year Warranty

- Premier™ Cots

### 5-Year Warranty

- Adjustable Fixed & Safe-T-Side® Cribs
- BaseLine® Tables & Chairs
- Changing Table
- ClassicRider™ Trikes
- Crib Drawers & Evacuation Frame
- MyRider™ Trikes & Bikes
- MyValue™ Sets
- NaturalWood™ Tables & Chairs
- RuggedRider™ Trikes
- Science Exploration Table
- SilverRider™ Trikes
- SilverRider™ Wagons & Scooters
- Taxi Trike
- Value Tables

### 4-Year Warranty

- Super Rest Mat (2")

### 3-Year Warranty

- Bye-Bye® Buggy®
- Bye-Bye® Buggy® Canopy
- Bye-Bye® Buggy® Infant Seat
- Bye-Bye® Bus
- Bye-Bye® Bus Canopy
- Cot Activity Panels
- Cot Activity Table Tops
- Deluxe Glider Rocker
- Germ-Free Rest Mats
- Non-Folding Germ-Free Rest Mat
- Mailbox
- Run/About®
- Sound Sponge® Quiet Dividers®
- SureStop® Bye Bye® Stroller
- Traffic Light
- Traffic Signs
- Universal Cot Carrier

### 2-Year Warranty

- Hare Ride-On
- Tortoise Ride-On

### 1-Year Warranty

- Activity Cart & Cover
- Angels Rest® Blankets
- Angels Rest® Cot Quilt
- Angels Rest® Cot Sheets
- Ball Cart & Cover
- Bye-Bye® Buggy® Bus Cover
- Bye-Bye® Stroller Rain Cover
- Changing Table Pad
- Cot Name Clips
- Crib Name Tags
- Deluxe Glider Rocker Replacement Cushions
- Feeding Chair
- Helmets
- Mobile Drying Rack
- Mobile Rest Mat Storage
- My Mail Bag Set
- MyRider™ Task Force Signs
- Organic Blankets
- Organic Cot Sheets
- Organic Crib Sheets
- Replacement Crib Mattress
- Rest Mat Sheets

- Run/About® Stroller Cover
- Sound sponge® Quiet Divider™ Accessories
- Value Line Cot Sheets
- Value Line Storage Trays

### 90-Day Warranty

- Buggy Upgrade Kits
  - Replacement Parts
- © 2017 Excellence Learning Corporation

**Weights listed for products throughout the catalog are boxed weights.**

Angeles® is committed to offering the highest standard of products by continuing to update and improve all our products. Catalog and website images may not depict most recent updates or versions of every product. Angeles® recommends using all safety devices when using our products.

## GREENGUARD GOLD STANDARD



Angeles® Corporation has received GREENGUARD Gold standard certification. The GREENGUARD Gold standard includes safety factors to account for sensitive individuals, such as children, and includes requirements that a product is acceptable for use in school environments. In addition to limiting emissions of more than 36-VOCs and total chemical emissions, GREENGUARD Gold Certified products must also comply with requirements of the State of California's Department of Public Health "Standard Method for the Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers, Version 1.1 (2010)\* (also known as California Section 01350).

## GREENGUARD GOLD STANDARD PRODUCTS

Angeles® GREENGUARD Gold Standard products include:

- BaseLine® Tables & Chairs
- Cribs
- Germ-Free Rest Mats
- MyPosture™ Chairs
- MyValue™ Sets
- NaturalWood™ Tables & Chairs
- Non-Folding Germ-Free Rest Mat
- Premier™ Cots
- Science Exploration Table
- Spaceline® Cots
- Super Rest Mat (2")
- Technology Tables
- Value Line Birch Furniture
- Value Stack™ Chairs
- Value Line Cots
- Value Line Furniture
- Value Tables



## Warranty

2017

### QUALITY GUARANTEE

At Children's Factory, we believe in a safe and creative play environment for our children. In order to keep that vision alive through future generations, we are taking steps to ensure a quality product is being made in a quality work environment. We promise to always make our products as safe, functional and affordable as possible.

### WARRANTY

Children's Factory, Inc. warrants that all its products will be free of defects and materials in workmanship. This limited warranty does not cover apparent defects caused by abusive or abnormal use of the product, or failures resulting from inadequate inspection and maintenance. For products purchased domestically, Children's Factory may repair or replace, at its option, any portion of the product which proves to be defective under the terms of this limited warranty at no further cost to the buyer. For products shipping to Canada and internationally, the cost of the product will be credited back to the dealer and replacement goods can be purchased with the next order.

**EXCEPT FOR THIS EXPRESS WARRANTY, CHILDREN'S FACTORY, INC. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, CONCERNING THE PRODUCTS COVERED BY THIS AGREEMENT OR ANY AGREEMENT WITH CUSTOMER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR MERCHANTABILITY, OR AGAINST INFRINGEMENT, CUSTOMER HEREBY WAIVES ANY CLAIM (INCLUDING ANY CLAIM BASED ON STRICT OR ABSOLUTE LIABILITY IN TORT) THAT IT MAY HAVE AGAINST CHILDREN'S FACTORY FOR ANY LOSS OR DAMAGE INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, LOSS OF INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE OR EXPENSE CAUSED BY THE PRODUCT.**

To aid in processing the warranty claim, Dealer will provide proof of defect either as images or actual product. Proof of purchase including copy of purchase order and law tags / labels or date dials from the product. In addition, the original purchase order detail for the items in question is required when submitting a warranty claim. Once all information has been received for the investigation a credit will be issued or the replacement order will ship in a timely manner.

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[childrensfactory.com](http://childrensfactory.com)

510 S. McKinley Ave. Union, MO 63084



As the manufacturing company, we appreciate you choosing Copernicus and it is important to us that you are happy with your purchase. If you receive or already have one of our products and you have ANY problems or questions, just give us a call and we will do our best to help you!

Sincerely,

Jim Phillips  
President

Copernicus Educational Products, Inc.

*"Live as though you were to die tomorrow, learn as though you were to live forever"*

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### **Manufacture Limited Warranty**

**About our Warranty** - Our products are designed to be used indoors, within a classroom setting. The instruction manual enclosed with your Copernicus product will outline the warranty period, recommended applications and guidelines for proper use. For your convenience, Warranty Registration is available online.

**What is covered under Warranty?** – Copernicus will ship replacement part(s) at no charge for missing or defective parts. Within 90 days of delivery, unpack and inspect all contents according to the parts list. Report any missing or damaged parts to our Customer Service department. Manufacturing defects should be reported to our Customer Service department with a description of the issue within the warranty time period.

**What is NOT covered under Warranty?** - Any damage due to improper installation, use, handling or storage is not covered. For installation and or service on components or devices being used with our product (ie: Projectors or Interactive Boards, etc), contact the dealer you ordered from.

**How do I request Warranty parts?** - Please have your packing slip and if possible assembly instructions available for reference when you call. If you do not have the original order information, we may request picture(s) of the item and or part(s) be emailed to us to verify item and parts. You assume responsibility for installation of replacement parts and any associated installation costs if applicable.

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**TOLL FREE:** 1-800-267-8494 **TEL:** 519-848-3664 **FAX:** 519-848-6619 **EMAIL:** info@copernicused.com **WEB:** www.copernicused.com

**CANADA:** RR#3, 8194 County Road 109, Arthur, ON N0G 1A0 **USA:** PMB# 459, 60 Industrial Pkwy, Cheektowaga, NY 14227



P.O. Box 417, 300 S. Hancock, Charleston, AR 72933  
Ph: (479) 965-2247, (800) 654-8583, FAX: (479) 965-7069

## **CORRELL LIMITED WARRANTY**

**1/1/2012**

Correll products are warranted to the original purchaser to be free from defects in Material and Workmanship for the following period of time from date of purchase:

- 1 Year for all Melamine Tables and all Chairs
- 2 Years for CP-Series Tables
- 10 Years for R-Series Plastic Folding Tables
- 5 Years for all other products.

Your receipt will be required for proof of purchase date and eligibility for Warranty Service.

This Warranty does not apply to damage caused by normal wear, or by abuse, such as: outdoor use, overloading, dropping, improper handling or storage, or other accident or abuse. Customer is responsible for exercising reasonable care in handling and use of product.

Should Warranty Service become necessary, contact our Customer Service department at 800-654-8583, or [info@correllinc.com](mailto:info@correllinc.com), for a Return Authorization Number and shipping instructions. (NOTE: In many cases, Warranty Claims may be resolved with FREE replacement parts, without the necessity, expense, and inconvenience of returning the product.)

Products returned for Warranty Service must be shipped to Correll, freight prepaid at the expense of the party making the return. We will not accept collect shipments, or those which do not have a Return Authorization Number.

We will inspect properly returned products, and, if the product is determined to be defective in Material or Workmanship, we will, at our option, repair or replace the product and return it to you with no charge for material, labor, or return freight.

If the defect is determined to be other than Material or Workmanship, you will be notified of the cost of repairs and return freight before any further action is taken. If you choose not to have the product returned to you, or we do not have a response to our inquiry within 10 days, Correll may dispose of the product with no further obligation.

**CORRELL HAS NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.** Should a defect in Material or Workmanship be found, our sole liability, and your sole remedy, shall be repair or replacement of the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. **THE ABOVE WARRANTY IS IN LIEU OF ALL OTHERS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.** This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



5925 Heisley Road • Mentor, OH 44060-1833

Service Agencies	FL-1400
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## SERVICE POLICY and SERVICE AGENCY LIST

Dear Valued Customer:

Thank you for your order! We are confident your new piece of Cres Cor equipment will be a valuable addition to your foodservice operation and will bring you years of service. In the unlikely event your equipment requires service, we have established a network of independent authorized service agencies throughout the United States and Canada to help you.

### CRES COR WARRANTY:



Our Gold warranty, the best warranty in the industry, is offered on our H-137 & H-138 series hot cabinets, super duty racks and utility cabinets and covers up to 3-Year Parts / 1-Year Labor.



Our standard Silver warranty covers a majority of our products and includes up to 2-Year Parts / 1-Year Labor.



Our Bronze level warranty is our basic warranty coverage up to 1-Year Parts / 90-Day Labor.

Please see specific model price book page to determine which warranty applies to your product.

**REGISTERING YOUR EQUIPMENT AT [www.crescor.com/service/register](http://www.crescor.com/service/register)  
COMPLETING A SURVEY EARNS AN EXTRA 90-DAY LABOR WARRANTY!**

**\*\*Date of shipment is the warranty start date. If the equipment will not go into service immediately, please indicate that on the warranty registration. Scan QR code to register your equipment today! If you need a QR reader, visit your App Store on your Smartphone or Tablet.**



Should you need service, please contact the authorized agency in your area shown on the enclosed listing. The agency is trained to handle both in-warranty and out-of-warranty work on Cres Cor products. An Authorized Cres Cor Service Agency must perform all warranty work and use OEM parts to ensure warranty coverage.

OEM parts can also be ordered by phone or online directly from our Master Parts Distributors:

**Heritage Food Service**  
5130 Executive Blvd.  
Ft. Wayne, IN 46808  
Ph: (800) 983-9016  
Fax: (260) 482-4542  
[www.hfse.com](http://www.hfse.com)

**Parts Town**  
1150A N. Swift Rd.  
Addison, IL 60101  
Ph: (800) 438-8898  
Fax: (888) 513-0259  
[www.partstown.com](http://www.partstown.com)

Cres Cor Customer Care hours are: Monday - Thursday 8:00 AM - 5:30 PM EST and Friday 8:00 AM - 5:00 PM EST. For the most up to date Service Agency listing, log on to [www.crescor.com](http://www.crescor.com).

Again, thank you for choosing Cres Cor products for your foodservice equipment needs. Feel free to contact us directly for technical assistance, support, and additional information. We'll be happy to hear from you!

Sincerely,

The Customer Care Team at Cres Cor

Call Toll-free: 877-CRES COR (273-7267) • Fax: 800-822-0393 • [www.crescor.com](http://www.crescor.com)



**ALABAMA**

Jones-McLeod  
1530 Alton Rd.  
Birmingham, AL 35210  
Ph: (205) 251-0159 / (800) 821-1150

Jones-McLeod  
854 Lakeside Dr.  
Mobile, AL 36693  
Ph: (800) 237-9859

Jones-McLeod  
6017 E. Shirley Ln.  
Montgomery, AL 36117  
Ph: (877) 395-8340

**ALASKA**

3 Wire / Restaurant Appliance  
22310 20th Avenue SE  
Bothell, WA 98021  
Ph: (866) 770-2022  
Fax: (425) 486-8544

**ARIZONA**

Service Solutions Group AKA  
Authorized Commercial Food Eqpt. Svc.  
4832 South 35th Street  
Phoenix, AZ 85040  
Ph: (602) 234-2443 / (800) 824-8875  
Fax: (602) 232-5862

**ARKANSAS**

Bromley Parts & Service  
1000 South Ringo Street  
Little Rock, AR 72202  
Ph: (501) 374-0281 / (800) 482-9269  
Fax: (501) 374-8352

**CALIFORNIA**

3 Wire / Pacific Coast  
22107 S. Vernon  
Torrence, CA 90502  
Ph: (310) 515-0123 / (800) 576-0123  
Fax: (310) 518-9860

P & D Appliance Commercial Parts & Svc.  
100 S. Linden Avenue  
S. San Francisco, CA 94080  
Ph: (650) 635-1900 / (800) 424-1414  
Fax: (650) 635-1919

P & D Appliance Commercial Parts & Svc.  
4220 "C" Roseville Road  
North Highlands, CA 95660  
Ph: (916) 974-2772 / (800) 824-7219  
Fax: (916) 974-2774

Industrial Elec. Commercial Parts & Svc, Inc.  
5662 Engineer Drive  
Huntington Beach, CA 92649-1124  
Ph: (714) 379-7100 / (800) 457-3783  
Fax: (714) 379-7109

Industrial Elec. Commercial Parts & Svc, Inc.  
6837 Nancy Ridge Drive  
San Diego, CA 92121  
Ph: (858) 824-1710 / (888) 239-6999  
Fax: (858) 824-1729

Service Solutions Group  
5595 Magnatron Blvd.  
Suite A  
San Diego, CA 92111-1310  
Ph: (800) 995-7955  
Fax: (858) 751-0399

**COLORADO**

Hawkins Commercial Appliance Service Co.  
3000 South Wyandot Street  
Englewood, CO 80110-1333  
Ph: (303) 781-5548 / (800) 624-2117  
Fax: (303) 761-8861

Hawkins Commercial Appliance Service Co.  
66 Buchanan Street  
Colorado Springs, CO 80907  
Ph: (719) 477-1242  
Fax: (719) 477-1513

**CONNECTICUT**

GCS Service  
302 Murphy Road  
Hartford, CT 06114  
Ph: (860) 549-5700

**DELAWARE**

Elmer Schultz Services  
36 Belmont Avenue  
Richardson Park  
Wilmington, DE 19804  
Ph: (302) 655-8900 / (800) 762-7906  
Fax: (302) 656-3673

**DISTRICT OF COLUMBIA**

EMR Service  
5675 Barclay Dr.  
Alexandria, VA 22315  
Ph: (703) 922-3887 / (800) 394-3887  
Fax: (703) 922-3889

Tec 24  
5256 Eisenhower Ave.  
Alexandria, VA 22304  
Ph: (703) 354-3835  
Fax: (703) 354-6106

**FLORIDA**

Commercial Appliance Parts & Service, Inc.  
8416 Laurel Fair Circle #114  
Tampa, FL 33610  
Ph: (813) 663-0313 / (800) 282-4718  
Fax: (813) 663-0212

Commercial Appliance Parts & Service, Inc.  
1282 La Quinta Drive Unit #1  
Orlando, FL 32809  
Ph: (407) 850-1012 / (800) 827-8103  
Fax: (407) 850-1067

Commercial Appliance Parts & Service, Inc.  
1050 Corporate Ave.  
Suite 100  
North Port, FL 34289  
Ph: (941) 429-1536 / (800) 378-6986  
Fax: (941) 429-2788

Commercial Appliance Parts & Service, Inc.  
10120 NW 53rd Street  
Sunrise, FL 33351  
Ph: (800) 710-1548  
Fax: (954) 749-2751

GCS Service, Inc.  
3373 NW 168th Street  
Miami, FL 33056  
Ph: (305) 621-6666 / (800) 766-8966  
Fax: (305) 621-6656

GCS Service, Inc.  
3902 Corporex Park Drive, Suite 350  
Tampa, FL 33619  
Ph: (813) 626-6044 / (800) 282-3008  
Fax: (813) 621-1174

Heritage Service Group/Southland  
10003 Satellite Blvd., Suite 208  
Orlando, FL 32837  
Ph: (407) 316-8010 / (888) 399-2474  
Fax: (407) 996-2760

Heritage Service Group (BGSJ)  
3200 NW 23rd Ave., Suite 400  
Pompano Beach, FL 33069  
Ph: (954) 971-0456 / (800) 253-0200  
Fax: (954) 977-7317

TWC Services, Inc.  
150 Maritime Drive  
Sanford, FL 32771  
Ph: (407) 695-6700 / (800) 432-0565  
Fax: (407) 332-1266

Whaley Foodservice Repairs, Inc.  
7037 Commonwealth Ave. #8-B  
Jacksonville, FL 32220  
Ph: (904) 725-7800  
Fax: (904) 725-5025

Whaley Foodservice Repairs, Inc.  
3835 St. Valentine Way  
Orlando, FL 32811  
Ph: (888) 337-8889

**GEORGIA**

Pierce Parts & Service  
2422 Allen Dr.  
Macon, GA 31216  
Ph: (478) 781-6003

Whaley Foodservice Repairs, Inc.  
5201-D Brookhollow Parkway  
Norcross, GA 30071  
Ph: (678) 243-7973  
Fax: (678) 243-7974

Whaley Foodservice Repairs, Inc.  
109-A Owens Industrial Drive  
Savannah, GA 31405  
Ph: (912) 447-0827  
Fax: (912) 236-4949

**HAWAII**

Food Equipment Parts & Service, Co.  
300 Puuhale Road (96819)  
P.O. Box 17789  
Honolulu, HI 96817  
Ph: (808) 847-4871  
Fax: (808) 842-1560

**IDAHO**

3 Wire / Restaurant Appliance  
22322 20th Avenue SE  
Bothell, WA 98021  
Ph: (866) 770-2022  
Fax: (425) 486-8544

Ron's Service, Inc.  
11481 West Fairview Avenue  
Boise, ID 83713  
Ph: (208) 375-4073 / (800) 851-4118  
Fax: (503) 684-6107

**ILLINOIS**

Coker Service, Inc.  
125 West North Avenue  
Villa Park, IL 60181  
Ph: (630) 941-7070 / (888) 908-5600  
Fax: (630) 941-7099

Cone's Repair Service  
2408 40th Avenue  
Moline, IL 61265  
Ph: (309) 797-5323 / (800) 716-7070  
Fax: (309) 797-3631

**INDIANA**

Coker Service, Inc.  
17296 Douglas Road  
South Bend, IN 46635  
Ph: (888) 856-5600  
Fax: (630) 941-7099

General Parts Group  
7772 Moller Rd.  
Indianapolis, IN 40268  
Ph: (317) 290-8085 / (800) 410-9794  
Fax: (317) 290-8085

**IOWA**

Goodwin Service Co.  
2900 Delaware Avenue  
P.O. Box 3285  
Des Moines, IA 50316  
Ph: (515) 262-9308 / (800) 372-6066  
Fax: (515) 262-2936

**KANSAS**

GCS Service, Inc.  
6107 Connecticut  
Kansas City, MO 64120  
Ph: (816) 920-5999 / (800) 229-6477  
Fax: (816) 920-7387

General Parts Supply L.L.C.  
1101 East 13th Street  
Kansas City, MO 64106  
Ph: (816) 421-5400 / (800) 279-9967  
Fax: (816) 421-1270

General Parts Supply L.L.C.  
9212 E. 37th St. N  
Wichita, KS 67226  
Ph: (866) 211-5439  
Fax: (316) 315-0660

**KENTUCKY**

Service Solutions Group AKA  
 Certified Service Center  
 1051 Goodwin Drive  
 Lexington, KY 40505  
 Ph: (859) 254-8854 / (800) 432-9269  
 Fax: (859) 231-7781

**LOUISIANA**

Chandler's Parts & Service Inc.  
 11656 Darryl Drive  
 Baton Rouge, LA 70815  
 Ph: (225) 272-6620 / (800) 349-8888  
 Fax: (225) 272-7168

**MAINE**

Pine Tree Food Equipment  
 175 Lewiston Road  
 Gray, ME 04039  
 Ph: (207) 657-6400  
 Fax: (207) 657-7985

**MARYLAND**

EMR Service  
 9100 Yellow Brick Road, Suite H  
 Rosedale, MD 21237  
 Ph: (410) 467-8080 / (800) 879-4994  
 Fax: (410) 243-2509

**MASSACHUSETTS**

Joe Warren & Sons  
 916 Pleasant Street, Unit #18  
 Norwood, MA 02062  
 Ph: (781) 551-9199 / (800) 283-4120  
 Fax: (781) 551-8981

**MICHIGAN**

Midwest Food Equipment Service Inc.  
 3055 Dixie Avenue SW  
 Grandville, MI 49418  
 Ph: (616) 261-2000 / (800) 288-7060  
 Fax: (616) 261-2020

Midwest Food Equipment Service Inc.  
 3310 Redmond  
 Kalamazoo, MI 49001  
 Ph: (269) 372-1012 / (800) 288-7050  
 Fax: (269) 372-1054

Mr. Gas, Inc.  
 25204 Ryan Road  
 Warren, MI 48091  
 Ph: (586) 757-1116 / (800) 852-4277  
 Fax: (586) 757-3997

**MINNESOTA**

General Parts Supply L.L.C.  
 11311 Hampshire Avenue South  
 Bloomington, MN 55438  
 Ph: (952) 944-5800 / (800) 279-9980  
 Fax: (952) 944-7101 / (952) 392-6984

**MISSISSIPPI**

GCS Service, Inc.  
 108 Distribution Drive, Suite A  
 Richland, MS 39218  
 Ph: (601) 939-8465 / (800) 274-5954  
 Fax: (601) 420-5954

Heritage Service Group  
 207 Park Court, Suite B  
 Ridgeland, MS 39157  
 Ph: (601) 607-3340 / (866) 278-8639  
 Fax: (601) 607-3499

**MISSOURI**

GCS Service, Inc.  
 9722 Reavis Park Drive  
 St. Louis MO 63123  
 Ph: (314) 638-7444 / (800) 284-4427  
 Fax: (314) 638-0135

GCS Service, Inc.  
 6107 Connecticut  
 Kansas City, MO 64120  
 Ph: (816) 920-5999 / (800) 229-6477  
 Fax: (816) 920-7387

General Parts Supply L.L.C.  
 1101 East 13th Street  
 Kansas City, MO 64106  
 Ph: (816) 421-5400 / (800) 279-9967  
 Fax: (816) 421-1270

**MONTANA**

3 Wire / Restaurant Appliance  
 22322 20th Avenue SE  
 Bothell, WA 98021  
 Ph: (866) 770-2022  
 Fax: (425) 486-8544

**NEBRASKA**

Goodwin Tucker Group  
 8505 K Street  
 Omaha, NE 68127  
 Ph: (402) 397-2880 / (800) 228-0342  
 Fax: (402) 397-2881

**NEVADA**

Hi Tech Commercial Service  
 1840 Stella Lake Street  
 Las Vegas, NV 89106  
 Ph: (702) 649-4616 / (877) 924-4832  
 Fax: (702) 649-4607

3 Wire / Pacific Coast  
 23839 Banning Boulevard  
 Carson, CA 90745  
 Ph: (310) 515-0123 / (800) 531-1111  
 Fax: (310) 518-9860

**NEW HAMPSHIRE**

Ace Service Company, Inc.  
 500 Harvey Road  
 Manchester, NH 03103  
 Ph: (603) 668-5070 / (800) 225-4510  
 Fax: (603) 626-6067

**NEW JERSEY**

Malachy Mechanical  
 586 Avenue A  
 Bayonne, NJ 07002  
 Ph: (201) 823-1415 / (800) 794-1415  
 Fax: (201) 823-3926

Malachy Mechanical South  
 1038-3 Route 88  
 Pt. Pleasant Beach, NJ 08742  
 Ph: (201) 823-1415 / (800) 794-1415  
 Fax: (732) 295-1526

Elmer Schultz Services  
 36 Belmont Avenue  
 Richardson Park  
 Wilmington, DE 19804  
 Ph: (302) 655-8900 / (800) 762-7906  
 Fax: (302) 656-3673

**NEW MEXICO**

Hawkins Commercial Appliance  
 3000 South Wyandot Street  
 Englewood, CO 80110-1333  
 Ph: (303) 781-5548 / (800) 624-2117  
 Fax: (303) 761-8861

**NEW YORK**

3 Wire / Northern Parts & Service  
 21 Northern Avenue  
 Plattsburg, NY 12903  
 Ph: (518) 563-3200 / (800) 634-5005  
 Fax: (518) 563-3219

Acme American Repairs  
 177-10 93rd Avenue  
 Jamaica, NY 11433  
 Ph: (718) 456-6544 / (800) 221-3026  
 Fax: (718) 366-5359

Air Com Commercial  
 20 Brooklyn Avenue  
 Massapequa, NY 11758  
 Ph: (516) 799-2100  
 Fax: (516) 799-2199

Alpro Service Company  
 56-10 Grand Ave.  
 Maspeth, NY 11378  
 Ph: (718) 386-2515 / (800) 94-ALPRO  
 Fax: (718) 417-6380

B.E.S.T., Inc.  
 3003 Genesee Street  
 Buffalo, NY 14225  
 Ph: (716) 893-6464 / (800) 338-5011  
 Fax: (716) 893-6466

**NEW YORK (continued)**

Duffy's Equipment Service, Inc.  
 3138 Oneida Street  
 PO Box 154  
 Sauquoit, NY 13456  
 Ph: (315) 737-9401 / (800) 836-1014  
 Fax: (315) 737-7132

GCS Service, Inc.  
 302 Murphy Road  
 Hartford, CT 06114  
 Ph: (860) 549-5700 / (800) 423-1562  
 Fax: (860) 527-6355

Pro-Tek  
 349 W. John St.  
 Hicksville, NY 11801  
 Ph: (516) 681-3117  
 (866) 773-7717

**NORTH CAROLINA**

Whaley Foodservice Repairs, Inc.  
 8334-K Arrowridge Blvd.  
 Charlotte, NC 28273  
 Ph: (704) 529-6242  
 Fax: (704) 529-1558

Whaley Foodservice Repairs, Inc.  
 3630 Cessna Drive  
 Garner, NC 27529  
 Ph: (919) 779-2266 / (800) 849-6011  
 Fax: (919) 779-2224

Whaley Foodservice Repairs, Inc.  
 3020-B Thurston Ave.  
 Greensboro, NC 27406  
 Ph: (336) 333-2333  
 Fax: (336) 808-4917

Whaley Foodservice Repairs, Inc.  
 6418 -101 Amsterdam Way  
 Wilmington, NC 28405  
 Ph: (910) 791-0000  
 Fax: (910) 332-0080

**NORTH DAKOTA**

General Parts Supply L.L.C.  
 10 S. 18th Street  
 Fargo, ND 58103  
 Ph: (701) 235-4161 / (800) 279-9987  
 Fax: (701) 235-0539

**OHIO**

Commercial Parts & Service, Inc.  
 6940 Plainfield Road  
 Cincinnati, OH 45236  
 Ph: (513) 984-1900 / (800) 837-2828  
 Fax: (513) 984-2111

Commercial Parts & Service, Inc.  
 5033 Transamerica Drive  
 Columbus, OH 43228  
 Ph: (614) 221-0057 / (800) 837-8327  
 Fax: (614) 221-3622

Electrical Appliance Repair Service Inc.  
 5805 Valley Belt Road  
 Cleveland, OH 44131  
 Ph: (216) 459-8700 / (800) 621-8259  
 Fax: (216) 459-8707

**OKLAHOMA**

Hagar Restaurant Service Inc.  
 1229 West Main Street  
 Oklahoma City, OK 73106  
 Ph: (405) 235-2184 / (800) 445-1791  
 Fax: (405) 236-5592

Hagar Restaurant Service Inc.  
 5932 East Skelly Drive  
 Tulsa, OK 74135  
 Ph: (918) 664-4665 / (800) 722-0229  
 Fax: (918) 664-1618

## OREGON

Ron's Service, Inc.  
16364 SW 72nd Avenue  
Portland, OR 97224  
Ph: (503) 624-0890 / (800) 851-4118 (OR, ID)  
Fax: (503) 684-6107

Ron's Service, Inc.  
201 Bateman Drive #8  
Central Point, OR 97502  
Ph: (541) 665-0410 / (800) 851-4118 (OR, ID)  
Fax: (541) 665-0411

## PENNSYLVANIA

AIS Commercial Parts & Service, Inc.  
1911 W. 26th Street  
Erie, PA 16508  
Ph: (814) 456-3732 / (800) 332-3732  
Fax: (814) 452-4843

AIS Commercial Parts & Service, Inc.  
1005 Parkway View Dr.  
Pittsburgh, PA 15205  
Ph: (412) 809-0244 / (800) 726-6020  
Fax: (412) 809-0246

Elmer Schultz  
540 North Third Street  
Philadelphia, Pa. 19123  
Phone: 215-627-5400  
Fax: 215-627-5408

GCS Service, Inc.  
Elmwood Court I, 400 Elmwood Ave. #403  
Sharon Hill, PA 19079  
Ph: (610) 586-9687  
Toll Free: (800) 222-3489 (PA)  
(800) 441-9115 (USA)  
Fax: (610) 586-6196

K&D Factory Service, Inc.  
1833-41 N. Cameron Street  
Harrisburg, PA 17103  
Ph: (717) 236-9039 / (800) 932-0503  
Fax: (717) 238-4367

K&D Factory Service, Inc.  
480 Business Park Lane  
Allentown, PA 18109  
Ph: (610) 432-0266 / Fax: (717) 238-4367

K&D Factory Service, Inc.  
1913 E. Pleasant Valley Blvd.  
Suite 4  
Altoona, PA 16602  
Ph: (814) 943-1095

## RHODE ISLAND

Joe Warren & Sons  
916 Pleasant Street, Unit #18  
Norwood, MA 02062  
Ph: (781) 551-9199 / (800) 283-4120  
Fax: (781) 551-8981

## SOUTH CAROLINA

Whaley Foodservice Repairs, Inc.  
137 Cedar Road  
Lexington, SC 29073  
Ph: (803) 996-9920 / (800) 877-2662  
Fax: (803) 996-9910

Whaley Foodservice Repairs, Inc.  
748 Congaree Road  
Greenville, SC 29607  
Ph: (864) 234-7011  
Fax: (864) 770-8993

Whaley Foodservice Repairs, Inc.  
1406-C Commerce Place  
Myrtle Beach, SC 29577  
Ph: (843) 626-1866  
Fax: (843) 626-2632

Whaley Foodservice Repairs, Inc.  
4740-A Franchise Street  
N. Charleston, SC 29418  
Ph: (843) 760-2110  
Fax: (843) 329-0431

## SOUTH DAKOTA

General Parts Supply L.L.C.  
11311 Hampshire Avenue South  
Bloomington, MN 55438  
Ph: (952) 944-5800 / (800) 279-9980  
Fax: (952) 944-7101

## TENNESSEE

FESCO  
2315 Sycamore Drive  
Knoxville, TN 37921  
Ph: (865) 522-5764 / (800) 513-7278  
Fax: (865) 522-0982

GCS Service, Inc.  
3717 Cherry Road  
Memphis, TN 38118  
Ph: (901) 366-6425 / (800) 262-9155  
Fax: (901) 366-4588

Whaley Foodservice Repairs, Inc.  
438 Harding Industrial Drive  
Nashville, TN 37211  
Ph: (615) 690-1400  
Fax: (615) 882-0827

## TEXAS

Armstrong Repair Center  
5110 Glenmont  
Houston, TX 77081  
Ph: (713) 666-7100 / (800) 392-5325  
Fax: (713) 665-5542

Commercial Kitchen Parts & Service  
1377 North Brazos Street  
P.O. Box 831128 (78228)  
San Antonio, TX 78207  
Ph: (210) 735-2811 / (800) 292-2120  
Fax: (210) 735-7421

Commercial Kitchen Parts & Service  
6205-B Burnet Road  
Austin, TX 78757  
Ph: (512) 454-8544  
Fax: (512) 454-8553

Commercial Kitchen Parts & Service  
221 N. McColl Road  
McAllen, TX 78501  
Ph: (956) 664-8267  
Fax: (956) 664-8230

Commercial Kitchen Parts & Service  
1117 Hendricks Street, #126  
Corpus Christi, TX 78417  
Ph: (361) 855-0633  
Fax: (361) 882-4903

Hagar Restaurant Services  
433 Regal Row  
Dallas, TX 75247  
Ph: (214) 574-5200 / (866) 919-5200  
Fax: (214) 574-5211

GCS/Stove Parts Supply  
2120 Solona Street  
P.O. Box 14009  
Fort Worth, TX 76117-0009  
Ph: (817) 831-0381 / (800) 433-1804  
Fax: (800) 272-7358

## UTAH

LaMonica's Restaurant Equipment Svc. Co.  
6211 South 380 West  
Murray, UT 84107  
Ph: (801) 263-3221 / (800) 527-2561  
Fax: (801) 263-3229

## VERMONT

Ace Service Company, Inc.  
500 Harvey Road  
Manchester, NH 03103  
Ph: (603) 668-5070 / (800) 225-4510  
Fax: (603) 626-6067

3 Wire / Northern Parts & Service  
21 Northern Avenue  
Plattsburg, NY 12903  
Ph: (518) 563-3200 / (800) 634-5005  
Fax: (518) 563-3219

## VIRGINIA

Tech-24  
5256 Eisenhower Ave.  
Alexandria, VA 22304  
Ph: (703) 354-3835  
Fax: (703) 354-6106

Tech-24  
9432 Atlee Commerce Blvd.  
Suite E  
Ashland, VA 23005  
Ph: (804) 422-5871  
Fax: (804) 422-5872

Tech-24  
534 E. 24th Street  
Norfolk, VA 23517  
Ph: (757) 216-2245  
Fax: (757) 216-2246

Tech-24  
3768 Peterscreek Rd NW  
Roanoke, VA 24018  
Ph: (540) 342-1910  
Fax: (540) 342-6550

Whaley Foodservice  
4295 Cromwell Rd.  
Suite 207  
Chattanooga, TN 37421  
Ph: (888) 337-9483

## WASHINGTON

3 Wire / Restaurant Appliance  
22322 20th Avenue SE  
Bothell, WA 98021  
Ph: (866) 770-2022  
Fax: (425) 486-8544

## WEST VIRGINIA

Statewide Service Inc.  
603 Main Avenue  
Nitro, WV 25143  
Ph: (304) 755-1811 / (800) 441-9739  
Fax: (304) 755-4001

Statewide Service Inc.  
1024 South Fayette  
Beckley, WV 25801  
Ph: (304) 256-3070

## WISCONSIN

General Parts Supply L.L.C.  
W223 N735 Saratoga Drive  
Waukesha, WI 53186  
Ph: (262) 650-6666 / (800) 279-9976  
Fax: (262) 650-6660

## WYOMING

Hawkins Commercial Appliance  
3000 S. Wyandot Street  
Englewood, CO 80110-1333  
Ph: (303) 781-5548 / (800) 624-2117  
Fax: (303) 761-8861

## CANADA

Chesher Equipment Ltd.  
6599 Kitimat Road, #2  
Mississauga, ON L5N 4J4  
Canada  
Ph: (905) 363-0309 / (800) 668-8765  
Fax: (905) 363-0426

## LIFETIME WARRANTY INFORMATION



### **Lifetime Product Warranty + 2 Year Labor Warranty\* (TrakSlider Systems & Ez2 Rotary)**

Datum Filing Systems warrants to the original purchaser for the life of the product (provided the product is installed by a Datum Certified Installer) so long as original purchaser is the owner and possessor of the product that the product will be free of any defect in materials or workmanship. Datum Filing Systems will provide, for a period of two years from the date of shipment, free of charge, all labor at the location of the product to repair or replace any part of the product that fails because of such defect. After two years from date of shipment, labor will not be provided. All parts will be provided for the life of the product so long as all requirements are met as set forth in this warranty. This warranty does not include defects to the product resulting from accident, misuse, improper installation or operation, normal wear, neglect, unauthorized repair or alteration. The purchase of this product shall constitute purchaser's agreement that the sole remedy for any breach of warranty shall be such repair or replacement as expressly provided above. Datum Filing Systems in no event shall be liable for any incidental or consequential damages arising out of the use or inability to use the product for any purpose whatsoever.

\* Products not installed by a Datum Certified Installer will receive a 1 Year Parts Warranty.

\*\*Lifetime Warranty excludes all tambour doors and all electrical components, which carry a 2 year warranty.

### **Lifetime Product Warranty + 2 Year Labor Warranty\* (All Other Datum™ Products)**

Datum Filing Systems warrants to the original purchaser for the life of the product so long as original purchaser is the owner and possessor of the product that the product will be free of any defect in materials or workmanship. Datum Filing Systems will provide, for a period of two years from the date of shipment, free of charge, all labor at the location of the product to repair or replace any part of the product that fails because of such defect. After two years from date of shipment, labor will not be provided. All parts will be provided for the life of the product so long as all requirements are met as set forth in this warranty. This warranty does not include defects to the product resulting from accident, misuse, improper installation or operation, normal wear, neglect, unauthorized repair or alteration. The purchase of this product shall constitute purchaser's agreement that the sole remedy for any breach of warranty shall be such repair or replacement as expressly provided above. Datum Filing Systems in no event shall be liable for any incidental or consequential damages arising out of the use or inability to use the product for any purpose whatsoever.

\*\*Lifetime Warranty excludes all tambour doors and all electrical components, which carry a 2 year warranty.

## **How To Make a Warranty Claim**

If you would like to make a warranty claim, please take one of the following steps:

**1. Email Us**

Send an email to [techsupport@datumstorage.com](mailto:techsupport@datumstorage.com) and one of our customer service representatives will be glad to help you.

**2. Call Us**

Call 866.217.0330 to speak to a member of our customer service team about your claim.

**3. Contact Your Dealer**

Contact your Datum Authorized Dealer. They have the experience and tools to resolve your warranty situation.

- See more at: <http://www.datumstorage.com/warranty-center#sthash.YbUYWeor.dpuf>



This warrantee will begin at the time of substantial completion of the job.

Products are guaranteed against material defect and/or faulty workmanship from plant for the lifetime of the product. During this period Diversified Woodcrafts will replace or repair, at its discretion, any product that upon inspection, exhibits defects in material or workmanship. This warranty shall include the costs of replacement parts or materials, but does not include labor, or shipping costs for such. This warranty doesn't cover damage in transit or damage caused by misuse, abuse or faulty installation, color grain or texture of wood or other covering materials. No other warranty is expressed or implied.

Thank you.

A handwritten signature in cursive script, appearing to read "Edward Surowiec".

Edward Surowiec  
Contract Administrator  
Diversified Woodcrafts, Inc  
877-348-9663 x 183  
920-842-5420 (fax)  
esurowiec@diversifiedwoodcrafts.com  
WWW.diversifiedwoodcrafts.com



### ECR WARRANTY POLICY

<p><b>QUALITY SATISFACTION GUARANTEE (QSG)</b></p>	<p>ECR4Kids guarantees the quality of all of our products. You can trust the quality and safety of our furniture and materials, providing the peace of mind that our products are made to last. We are committed to your complete satisfaction. If for any reason, you are not satisfied with the quality and workmanship of our products, simply return it within the first 30 days of purchase. We are here to service your needs and are working toward becoming one of your most trusted suppliers.</p>	
<p><b>WARRANTY</b></p>	<p>ECR4Kids warrants that its products shall be free of all substantial defects in original material and workmanship that may become evident within certain time constraints. This limited warranty does not cover apparent defects caused by abusive or abnormal use of the product, or failures resulting from inadequate inspection and maintenance. ECR4Kids may repair or replace, at its option, any portion of the product which proves to be defective under the terms of this limited warranty at no further cost to the buyer. Proof of purchase from an authorized dealer is required. Customer must present proof of defect in the form of images and/or actual defective product at the time of claim to ECR4Kids. ECR4Kids can and will request that defective product be presented for review at our discretion.</p> <p><b>THERE ARE NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY, AND THERE ARE NO OTHER EXPRESS WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE.</b> ECR4Kids shall be liable under this limited warranty only for the cost or, at its option, the repair or replacement of defective products. All incidental or consequential damages which may arise, including but not limited to business losses, personal property damage, and third party liabilities are hereby expressly excluded. Also expressly excluded under this warranty are glides/casters, vinyl/fabric upholstery material, damage resulting from sun/rain or weather, and ink based products,</p>	
<p><b>WHAT WARRANTY COVERS</b></p>	<p>Fabric Seams</p>	<p>Unraveling, tearing, ripping, cracking or splitting</p>
	<p>Eyelets</p>	<p>Coming apart or loose from the cot cover fabric</p>
	<p>Cot Corners (Plastic Legs)</p>	<p>Cracking or breaking</p>
	<p>Chair Seat/Back</p>	<p>Cracking or breaking</p>
	<p>Metal Parts</p>	<p>Bending, rusting or breaking</p>
	<p>Wood</p>	<p>Splitting</p>
	<p>T-mold/Edge banding</p>	<p>Separating</p>
	<p>Table Legs</p>	<p>Bending, rusting or breaking</p>



855-ECR4KIDS | Fax 856-638-1171 | www.ecr4kids.com

Category	Chair Frame	Bending, rusting or breaking
	Sub-category	ECR Warranty Period
Tables	Activity Table	10 Years
	Hardwood Table	10 Years
	Media Table	10 Years
	Resin Table	10 Years
	Bentwood Table	10 Years
	Open Front Desk	10 Years
Seating	Bentwood Chair	10 Years (1 year on boots)
	Ladderback Chair	5 Years
	Resin Chair	5 Years
	Stack Chair	10 Years
	Benches	10 Years
Art	ALL	1 Year
Active Play	Climb/Crawl/Play (Feber)	2 years
	Sand & Water Play	1 year
	Tunnels/Cubes	Lifetime
	Balance & Coordination	Lifetime
Storage & Organization	Fold and Lock	Lifetime
	Plastic Storage	Lifetime
	Storage Cabinet/Shelf/Rack	Lifetime
	Coat Locker	Lifetime
	Carts & Organizer	2 year
	Lock and Roll	Lifetime
Dramatic Play	ALL	Lifetime
Soft Zone	ALL	1 year
Cots/Mats	Cots	10 years
	Rest Mats	2 years
Blocks & Manipulatives	ALL	Lifetime
Infant & Toddler	Infant & Toddler	1 year
Literacy	ALL	Lifetime
Teacher Supplies	ALL	1 years





## Egghead Limited Warranty

*Egghead Document Cameras are warranted from any defects in design, workmanship, assembly, or material for 5 years, Jack Boxes 3 years, Egghead headphones 3 years, Headphone Ear Pads 6 months, Headphone Cords 12 months.*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



**SCHOOL  
OUTFITTERS**

*Furnishing great  
places to learn™*



## Warranty

All Ergotron® and OmniMount® durable products will remain free of defects in material and workmanship for a period of five years from the date of receipt of the product, subject to any exclusions and limitations as set forth below.

- Ten-year warranty on all LX and MX Ergotron Products, purchased on or after August 1, 2014
- Zip and YES Charging Systems: Lifetime material/workmanship; three years electrical components; one year cables (power/Ethernet)
- Ten-year warranty on LearnFit Adjustable Standing Desk (24-481-003)
- Three-year warranty on all Neo-Flex® Ergotron Products
- Elevate® and accessories: Lifetime material/workmanship. Five (5) years on electrical components. Cords, cables and plugs not warranted
- The Peanut®, Zido® and accessories: Lifetime material/workmanship; five (5) years for pneumatic cylinder
- One-year warranty on electronic components. For example: Auto Lock Drawers, Auto Lock Systems, Keyboard Lights, User Interface, Coiled Cord, Battery Harness, Cables from User I/F to Power Module (excludes AA batteries)
- Two-year warranty on Power Modules by Ergotron
- Sealed Lead-Acid (SLA) Power Systems, SLA Batteries
  - Two-year warranty on all SLA power system components by Ergotron
  - Up to one-year capacity warranty on SLA batteries (refer to Further Exclusions and Limitations section)
  - Six-month warranty against Manufacturer's Defects on SLA batteries, or as mandated by local law
- Lithium Iron (LiFe) Power Systems, LiFe Batteries
  - LiFe battery capacity is warranted for two years or 1200 discharge cycles, whichever comes first (refer to Further Exclusions and Limitations section)

- Five-year warranty against Manufacturer's Defects on LiFe factory-installed batteries (excludes LiFe replacement batteries). Factory-installed LiFe batteries are covered at 100% for the first three years; coverage for years four and five are prorated at 1/60th per month (refer to Further Exclusions and Limitations section)
- Service Programs – 30-day warranty
- Refurbished StyleView Carts – one-year warranty for Mechanical Components and Power Module (excludes batteries and cosmetic defects). The appropriate battery-type warranty applies
- Original Equipment Manufacturer (OEM) Products resold by Ergotron are warranted by the respective manufacturer

## Further Exclusions and Limitations

### **SLA Batteries:**

- In Dual SLA battery systems, replacement of both batteries must occur at the same time (in accordance with the Ergotron User Manual), or the Warranty is automatically void
- Warranties on SLA batteries (fully-charged or fully-uncharged) left in an unused state for more than three consecutive months are automatically void
- Factory-installed SLA batteries, and replacement SLA batteries carry a Six-month Warranty Against Manufacturer's Defects and a 90-day Performance Warranty, or as mandated by local law
- The 90-day Performance Warranty on factory-installed SLA batteries (excludes SLA replacement batteries) is extended to one-year provided that:
  1. StyleLink software is installed and remains continually operational to show compliance with exclusions and limitations
  2. SLA Battery is not discharged below 25% capacity more than 25 times as recorded by the StyleLink software history
  3. SLA Battery is fully recharged at least once every 36 hours as recorded by the StyleLink software history

### **LiFe Batteries:**

- LiFe batteries that fail to deliver 70% of their rated capacity during the first 1200 discharge cycles of battery life are deemed not to have met performance standards (capacity retention)

- The LiFe battery discharge cycle is defined as starting at the fully-charged state through the fully discharged state and back to the fully-charged state. Discharge cycle counts are calculated by the software within the battery.

These warranties do not cover product abuse, modification and failure to adhere to product instructions, improper operations and/or misuse. Ergotron is not responsible for damage arising from failure to follow instructions relating to the product's intended use. Ergotron is not responsible for injury or loss caused by or associated with the installation and/or use of equipment in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instruction sheets, technical bulletins and/or product literature. You will provide Ergotron immediate written notice of any personal injury resulting from the use of Ergotron products.

Ergotron does not warrant damages or defects to the Ergotron product under the following conditions: an Act of God, unauthorized service or repair of the Ergotron products, damage from electrical power problems, usage of parts or components not supplied by Ergotron, failure to follow product instructions and guidelines, unauthorized changes to the Ergotron product, shipping damage (other than original shipment from Ergotron), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external sources.

## Exclusive Remedy

**Warranty Repair:** In the event that any Ergotron equipment becomes defective in material or workmanship during the warranty period, Ergotron will determine with you if the product defect is covered under warranty. Ergotron, at its sole discretion, may replace or repair the unit determined to be under warranty at a designated Ergotron location or at your location. The labor costs associated with the repair of the product may be the responsibility of Ergotron if determined to be under warranty. You must receive pre-approval by Ergotron for the labor costs prior to repair or replacement of warranty products. You must contact Ergotron to obtain a Return Material Authorization (RMA) number. An RMA number may be obtained by contacting Ergotron Customer Care online or by telephone within your specific region. Contact information is available to you on the Ergotron web site at [www.ergotron.com](http://www.ergotron.com). Performance of any repair or replacement on product under warranty does not renew or extend the warranty period.

**Non-Warranty Repair:** You may return a product for repair that is not covered by warranty only if you have received a preapproved RMA number from Ergotron Customer Care. Labor costs and freight charges associated with non-warranty repair will be the sole responsibility of the customer, reseller or installer/integrator. A standard repair fee, specific to the product, is charged for any product that is repaired outside of the warranty period. Repairs on products out of warranty also carry a 90-day warranty, effective the day that you receive the item after repair.

For products that are not covered under warranty, Ergotron offers you the following options:

1. You may upgrade to a newer, functionally equivalent product at a normal MSR list price
2. Ergotron will return the product to you
3. You can request in writing that Ergotron appropriately dispose of the product for you. A fee may apply for this service as designated by local law

**Non-Defective Products:** You are notified if, after examining and testing a returned product, Ergotron concludes that the product is not defective. The product is returned to you and you would be responsible for the freight charges associated with the return.

## Warranty Disclaimer

Except as expressly set forth in this Limited Warranty and to the greatest extent allowed by law, Ergotron makes no other representations, warranties or conditions, express or implied, including any implied representations, warranties or conditions of merchantability, fitness for a particular purpose, non-infringement, and non-interference. Ergotron does not warrant that your use of the Ergotron product will be uninterrupted or error free. Any implied warranties that may be imposed by law are limited in duration to the Limited Warranty period, to the greatest extent allowed by law. Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions or limitations of this Limited Warranty may not apply to you. This Limited Warranty is subject to change without notification.

Ergotron devices are not intended to cure, treat, mitigate or prevent any disease.

## Warranty Transferability

This Limited Warranty is available only to the original end consumer and is non-transferable. For this warranty to be valid, the Ergotron product must have been purchased directly from an authorized distributor, reseller and/or authorized representative of Ergotron.

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Ergotron Limited Warranty Terms and Conditions

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Rev 2016

Effective Date: 2 May 2016

Content is subject to change without notification



## **Warranty, Repair and Returns**

### **WARRANTY ON PRINTED RUGS**

**ALL RUGS COME WITH A USEFUL LIFE LIMITED WEAR WARRANTY:** FLAGSHIP WARRANTS THAT ITS RUGS WILL LOSE NO MORE THAN 10% OF THE YARN DURING THE USEFUL LIFE OF THE RUG COMMENCING AT THE TIME OF PURCHASE. FLAGSHIP WARRANTS ABRASIVE WEAR ONLY. THIS WARRANTY DOES NOT COVER TEARS, BURNS, PULLS, CUTS, PILLING, MATTING, OR DAMAGE DUE TO IMPROPER USE OR IMPROPER CLEANING AGENTS OR METHODS, NOR DOES IT COVER RUGS ON STAIRS OR OUTSIDE AREAS. WARRANTY DOES NOT APPLY TO IMPROPER MAINTENANCE OR NEGLECT.

### **WARRANTY ON SERGING** YARN AROUND THE EDGES

**90 DAY LIMITED WARRANTY FOR MANUFACTURER DEFECTS WITH USEFUL LIFE RESERGE WARRANTY:** FLAGSHIP CARPETS WARRANTS 100% OF THE COST TO RETURN, RESERGE AND RESHIP ITS RUGS FOR 90 DAYS FROM RECEIPT OF GOODS. AFTER 90 DAYS AND FOR THE USEFUL LIFE OF THE RUG, CUSTOMER PAYS FOR RETURN FREIGHT AND FLAGSHIP CARPETS WILL RESERGE AND RETURN THE REPAIRED RUG FREE OF CHARGE. BECAUSE OF HEALTH CONCERNS, ALL RUGS RETURNED FOR REPAIR MUST BE PROFESSIONALLY STEAMED OR HOT WATER CLEANED AT CUSTOMER'S EXPENSE PRIOR TO RETURN; PROOF OF CLEANING MAY BE REQUIRED.

**NOTE:** IT IS EXTREMELY IMPORTANT TO FOLLOW THESE CARE AND CLEANING GUIDELINES

- DO NOT DRAG FURNITURE ACROSS THE SERGING, IT WILL CAUSE DAMAGE TO THE RUG
- DO NOT ALLOW CHILDREN TO PULL THE SERGING
- PLEASE INSTRUCT THE CLEANING DEPARTMENT TO ROLL UP THE RUG AND SET ASIDE BEFORE CLEANING THE FLOOR; ANY HARD SURFACE CLEANING EQUIPMENT WILL CAUSE THE SERGING TO BECOME DAMAGED AND WILL VOID ALL WARRANTIES

**EZ FIELD REPAIR:** IF SERGE YARN IS COMPLETELY LOOSE OR EXPOSED, CUT THE YARN CLOSE TO THE RUG (ABOUT 1"), THEN WITH A GLUE GUN, APPLY A SMALL AMOUNT OF GLUE TO THE EXPOSED PIECE OF YARN. WET YOUR FINGER TIP AND GENTLY SMOOTH THE GLUE TO COVER THE CUT PIECE OF YARN.

### **RETURNS AND RESTOCKING FEE:**

- FLAGSHIP CARPETS WILL NOT BE RESPONSIBLE FOR LABOR COSTS INVOLVED IN ANY RETURNS.
- A 20% RESTOCKING FEE PLUS FREIGHT WILL BE CHARGED FOR RETURNS RESULTING FROM CUSTOMER AND/OR DEALER ORDERING ERRORS.
- REPORT ALL MANUFACTURER DEFECTS OR FREIGHT DAMAGE WITHIN 5 BUSINESS DAYS FROM RECEIPT OF GOODS.
- NO RETURNS OR CLAIMS ON ITEMS CLASSIFIED AS SECONDS
- NO RETURNS ON USED CARPET OR RUGS FOR ANY REASONS UNLESS THERE IS A WARRANTY ISSUE
- DETERMINATION OF CREDIT WILL NOT BE DETERMINED UNTIL FINAL INSPECTION BY FLAGSHIP CARPETS
- IN THE EVENT OF WARRANTY OR RETURN QUESTIONS, PLEASE CONTACT YOUR SUPPLIER FIRST, NOT FLAGSHIP CARPETS.

## *Limited Warranty*

Foundations warrants that our CarePlay products will provide 10 years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the product. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations **ONLY** with any and all warranty claims, and **DO NOT** contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the product or it's packaging, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. **FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.



## *Limited Warranty*

Foundations warrants that our commercial steel folding cribs will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Professional Series mattresses that accompany these cribs have a one year warranty as well. Warranty coverage terminates if you sell or otherwise transfer the crib. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations **ONLY** with any and all warranty claims, and **DO NOT** contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. **FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that all commercial non-folding wood crib hardware (the bolts, fasteners, frame, casters, steel tubular mattress support, and all metal components) will provide a lifetime of reliable use when the product is assembled, maintained, and used in accordance with our instructions. This lifetime warranty remains in effect throughout the useful life of the product.

Foundations warrants that the teething rail that accompanies the commercial non-folding wood crib will provide a 1 year warranty. All other non-hardware components of the commercial, non-folding wood cribs will provide five years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer ownership of the crib.

The Professional Series mattress that accompanies the Serenity and Biltmore models of cribs have a one year warranty. The Duraloft mattress that accompanies the SafetyCraft model cribs has a six month warranty. Warranty coverage terminates if you sell or otherwise transfer ownership of the crib.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the crib's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will Foundations refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### *Limited Warranty*

Foundations warrants that our Gaggle 4 stroller accessories (roof and weather cover) will provide 1 year of reliable use when the stroller accessory is assembled, maintained, and used in accordance with our instructions. The Gaggle 4 stroller accessory (infant seat) will provide 3 years of reliable use when the stroller accessory is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the stroller accessory. Some states do not allow a limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any stroller accessory that has been used for any purpose other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. In addition, Foundations does not warrant wear items such as handgrips, tires, harnesses, and brake cables for normal wear and tear.

If the stroller accessory has been damaged or altered immediately stop using the accessory and contact Foundations to determine if the stroller accessory is safe for use. If the stroller accessory is not safe for use, please destroy or discard the stroller accessory so that it may not be used again.

If the stroller accessory is defective in any way, please contact us at 877-716-2757. Contact ONLY Foundations with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the stroller accessory was purchased. Have available the model number and the date of purchase when you call Foundations. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise if the stroller accessory is defective. Foundations may require the defective stroller accessory to be returned to Foundations prior to a credit or refund being given or the stroller accessory replaced. Only if Foundations determines that the stroller accessory is defective, will Foundations refund the cost of shipping the stroller accessory to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The limited warranty described above is the only warranty offered in connection with our Gaggle stroller accessories. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THE WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Gaggle 6 stroller accessories (roof) will provide 5 years of reliable use when the stroller accessory is assembled, maintained, and used in accordance with our instructions. The Gaggle 6 stroller accessory (infant seat) will provide 3 years of reliable use when the stroller accessory is assembled, maintained, and used in accordance with our instructions. The Gaggle 6 stroller accessory (weather cover) will provide 1 year of reliable use when the stroller accessory is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the stroller accessory. Some states do not allow a limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any stroller accessory that has been used for any purpose other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. In addition, Foundations does not warrant wear items such as handgrips, tires, harnesses, and brake cables for normal wear and tear.

If the stroller accessory has been damaged or altered immediately stop using the accessory and contact Foundations to determine if the stroller accessory is safe for use. If the stroller accessory is not safe for use, please destroy or discard the stroller accessory so that it may not be used again.

If the stroller accessory is defective in any way, please contact us at 877-716-2757. Contact **ONLY** Foundations with any and all warranty claims, and **DO NOT** contact the retailer, dealer, or distributor where the stroller accessory was purchased. Have available the model number and the date of purchase when you call Foundations. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise if the stroller accessory is defective. Foundations may require the defective stroller accessory to be returned to Foundations prior to a credit or refund being given or the stroller accessory replaced. Only if Foundations determines that the stroller accessory is defective, will Foundations refund the cost of shipping the stroller accessory to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The limited warranty described above is the only warranty offered in connection with our Gaggle stroller accessories. **FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THE WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Gliders with wood gliding mechanisms will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. The cushion that accompanies the glider is warranted for one year to be free of manufacturer's defects. Warranty coverage terminates if you sell or otherwise transfer the glider. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the base of the glider, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Gliders with steel gliding mechanisms will provide 3 years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. The cushion that accompanies the glider is warranted for one year to be free of manufacturer's defects. Warranty coverage terminates if you sell or otherwise transfer the glider. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the base of the glider, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Play Yards will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the play yard. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the play yard's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Podz® Cots and Podz® Cots Carriers will provide 10 years of reliable use when the cot and cot carrier is maintained and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the cot or cot carrier. Some states do not allow a limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any cot or cot carrier that has been used for any purpose other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, tears, fraying, or other cosmetic damages that are caused by normal use or wear and tear.

If the cot or cot carrier has been damaged or altered immediately stop using the cot or cot carrier and contact Foundations to determine if the cot or cot carrier is safe for use. If the cot or cot carrier is not safe for use, please destroy or discard the cot or cot carrier so that it may not be used again.

If the cot or cot carrier is defective in any way, please contact us at 877-716-2757. Contact ONLY Foundations with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the cot or cot carrier was purchased. Have available the model number and the date of purchase when you call Foundations. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise if the cot or cot carrier is defective. Foundations may require the defective cot or cot carrier to be returned to Foundations prior to a credit or refund being given or the cot or cot carrier replaced. Only if Foundations determines that the cot or cot carrier is defective, will Foundations refund the cost of shipping the cot or cot carrier to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The limited warranty described above is the only warranty offered in connection with our Podz® Cots and Podz® Cots Carriers. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THE WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.



## *Limited Warranty*

Foundations warrants that our Secure Sitter feeding chair will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the Secure Sitter. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the high chair, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our SleepFresh Play Yards will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the play yard. Foundations warrants that our SleepFresh Cover will be free of defects of workmanship upon purchase. Warranty coverage terminates if the SleepFresh play yard cover is laundered or if you sell or otherwise transfer it. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the play yard's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Warranty*

Foundations warrants that our Changing Stations will provide 5 years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the Changing Station. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the changing station, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our commercial steel non-folding cribs will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. The Duraloft mattress that accompanies these cribs has a six month warranty. Warranty coverage terminates if you sell or otherwise transfer the crib. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the crib's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Lifetime Warranty*

Foundations warrants that our Commercial Wood Changing Tables will provide a lifetime of reliable use when the Commercial Wood Changing Tables are assembled, maintained, and used in accordance with our instructions. A lifetime warranty remains in effect throughout the useful life of the Commercial Wood Changing Tables. The pad that accompanies the changing table is warranted for 1 year. Foundations does not warrant any Commercial Wood Changing Table that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the Commercial Wood Changing Table has been damaged or altered immediately stop using the Commercial Wood Changing Table and contact Foundations to determine if the Commercial Wood Changing Table is safe for use. If the Commercial Wood Changing Table is not safe for use, please destroy or discard the Commercial Wood Changing Table so that it may not be used again.

If the Commercial Wood Changing Table is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the Commercial Wood Changing Table, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the Commercial Wood Changing Table is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective Commercial Wood Changing Table to be returned prior to its replacement or a credit given. Only if Foundations determines that the Commercial Wood Changing Table is defective, will Foundations refund the cost of shipping the Commercial Wood Changing Table to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The warranty described above is the only warranty offered in connection with the Evacuation Frame. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our commercial wood folding cribs will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Professional Series mattresses that accompany these cribs have a one year warranty as well. Warranty coverage terminates if you sell or otherwise transfer the crib. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Crib Saver™ Crib Bumpers will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the bumpers. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the crib's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Lifetime Warranty*

Foundations warrants that our frames on evacuation crib (“Evacuation Frames”) will provide a lifetime of reliable use when the Evacuation Frames are assembled, maintained, and used in accordance with our instructions. A lifetime warranty remains in effect throughout the useful life of the Evacuation Frames. Foundations does not warrant any Evacuation Frame that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the Evacuation Frame has been damaged or altered immediately stop using the Evacuation Frame and contact Foundations to determine if the Evacuation Frame is safe for use. If the Evacuation Frame is not safe for use, please destroy or discard the Evacuation Frame so that it may not be used again.

If the Evacuation Frame is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the Evacuation Frame, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the Evacuation Frame is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective Evacuation Frame to be returned prior to its replacement or a credit given. Only if Foundations determines that the Evacuation Frame is defective, will Foundations refund the cost of shipping the Evacuation Frame to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The warranty described above is the only warranty offered in connection with the Evacuation Frame. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.



## *Limited Warranty*

Foundations warrants that our EZ Store™ Drawer (with or without MagnaSafe™) will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the drawer. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the drawer, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Professional Series mattresses will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Foundations warrants that our Duraloft mattresses will provide 6 months of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the mattress. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the mattress, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Warranty*

Foundations warrants that our sheets, blankets, crib covers and play yard covers will be free of defects of workmanship upon purchase. Warranty coverage terminates if the sheet, blanket, crib cover or play yard cover is laundered or if you sell or otherwise transfer it. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Warranty*

Foundations warrants that our Strollers will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the stroller. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on the steel frame running between the two rear seats of the stroller, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Limited Warranty*

Foundations warrants that our Transitions High Chairs will provide 5 years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the high chair. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the high chair, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## *Limited Warranty*

Foundations warrants that our Wooden High Chairs will provide 1 year of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer the high chair. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.





If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the high chair, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will we refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

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## STANDING BEHIND OUR PRODUCTS

Quality and performance are hallmarks of our products. We guarantee all products will ship free from defects in material and workmanship. If any product fails to perform under normal use, Ghent will replace it. At the end of the day, we want our customers to say **“That’s Exactly What I Wanted!”**

Surfaces are guaranteed for varying terms depending on surface materials:

Years	Products
	<p><b>Glass Whiteboards:</b></p> <ul style="list-style-type: none"> <li>• Aria Low Profile Glassboards</li> <li>• Harmony Glassboards with Standoffs</li> </ul> <p><b>Porcelain Whiteboards:</b></p> <ul style="list-style-type: none"> <li>• M1 Porcelain Whiteboards</li> <li>• Impression Whiteboards</li> <li>• Image Trim Whiteboards</li> <li>• Proma Projection Whiteboards</li> </ul> <p><b>Acrylite™:</b></p> <ul style="list-style-type: none"> <li>• Simplicity Whiteboards</li> </ul>
	<p><b>Painted Steel:</b></p> <ul style="list-style-type: none"> <li>• M3 Painted Steel Whiteboards</li> <li>• Phantom Line Whiteboards</li> </ul>
	<p><b>Mobile Whiteboards:</b></p> <ul style="list-style-type: none"> <li>• Roam</li> <li>• Nexus</li> </ul> <p><b>LINK Powder Coated Steel Products</b></p> <p><b>Ghent Graphics Products</b></p> <p><b>Non-Magnetic:</b></p> <ul style="list-style-type: none"> <li>• M2 Whiteboards</li> <li>• Cintra Whiteboards</li> </ul> <p><b>Conference Cabinets</b></p> <p><b>Bulletin Boards</b></p> <p><b>Message Centers:</b></p> <ul style="list-style-type: none"> <li>• Enclosed Bulletin Boards</li> <li>• Letter boards</li> </ul>
	<p><b>Nexus Tablets</b></p> <p><b>Monthly Planners</b></p> <p><b>Display Rails</b></p> <p><b>Easels</b></p>



Global warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original purchaser. Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. The warranty applies to products manufactured after **January 1, 2011**.

## LIFETIME WARRANTY - GENERAL COMMERCIAL SEATING:

Global's warranty for general commercial seating covers all chair components including pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats, backs and other structural components.

Exceptions to the warranty for general commercial seating are as follows:

- Foam, textiles (as sampled on Global branded and textile program cards), mesh material and electrical devices, are warranted for five (5) Years
- Control mechanisms are warranted for twelve (12) Years

The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour day, forty (40) hour week for users weighing up to 300 pounds.

### HEAVY DUTY SEATING

Global offers products designed for multiple shift applications (24 hours a day / 7 days a week) and larger individuals weighing up to 350 and/or 500 pounds (depending on series and/or model). Global warrants these products for twelve (12) years to the original purchaser. All components (including control mechanisms, pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats/backs, etc.) are covered for 24/7 applications under the warranty. The exceptions are foam and textiles, which are covered for five (5) years. Textiles on these products must exceed 100,000 double rubs for the textile portion of the warranty to apply. Heavy Duty product series that apply under this warranty currently include: Concord Executive 24 hour, Dexter/Dexter+, Granada TS, Malaga TS, Mallorca TS, Maxima II, Robust, Salute, Saxon, Stamina+, Truform TS and Yorkdale TS.

### LIGHT USE SEATING

Global offers light use seating that is warranted for ten (10) years for the original purchaser. The warranty covers all components (frames, glides, and arms). The foam/textiles are warranted for five (5) years. The warranty on these light use series is for an eight (8) hour day, forty (40) hour week for users up to 200 pounds. Light use product series that apply under this warranty currently consists of Galaxy and Key series.

### TEXTILES

Global warrants Global branded textiles and Global carded textile programs inclusive of fabrics, vinyls and leather products for five (5) years. Global carded textile programs are currently with Momentum, Maharam, KnollTextiles, DesignTex, Ultrafabrics, Dani and Spinneybeck. Global does not warrant COM (Customer Own Materials) or GPM (Global Purchased Materials) that are customer specified materials, or graded-in and purchased by Global for a customer. For GPM or COM products, please contact the textile supplier for performance information and warranty details.

### SEATING WARRANTY SUMMARY

SEATING TYPE	COMPONENTS WARRANTY FOR ORIGINAL PURCHASER	USE TIME FOR WARRANTY COVERAGE	EXCEPTIONS
General Commercial Seating	Lifetime	8 Hours/ 5 Days Per Week	Foam/ Textiles/ Mesh/ Electrical Devices - 5 Years Control Mechanisms - 12 Years
Heavy Duty Seating	12 Years	24 Hours/ 7 Days Per Week	Foam/ Textiles - 5 Years
Light Use Seating	10 Years	8 Hours/ 5 Days Per Week	Foam/ Textiles - 5 Years





## LIFETIME WARRANTY - FILES, DESKS, MODULAR FURNITURE, TABLES, PANELS & ACCESSORIES:

Global warrants all components of metal storage and filing, laminate and wood veneer desks, laminate and wood veneer tables, metal leg components and panels for the lifetime of the product to the original purchaser.

Exceptions to the warranty for Files/Desks/Tables and Panels are as follows:

- Electrical devices, panel and tackboard textiles, adjustable keyboard mechanisms/lecterns/coat trees and task lights – five (5) Years
- Folding tables (laminate and Lite Lift II models) – one (1) Year

### FILES, DESKS, MODULAR FURNITURE, TABLES, PANELS & ACCESSORIES WARRANTY SUMMARY

PRODUCT TYPE	COMPONENTS WARRANTY FOR ORIGINAL PURCHASER	EXCEPTIONS
Metal Storage and Filing	Lifetime	None
Laminate/ Wood Veneer Desks and Modular Furniture	Lifetime	Tackboard Textiles, Electrical Devices, Task Lights - 5 Years
Boardroom, Conference and Training Tables	Lifetime	Electrical Devices - 5 Years
Panels	Lifetime	Panel Textiles, Electrical Devices, Task Lights - 5 Years
Coat Racks and Lecterns	5 Years	None
Folding Tables (Laminate & Molded)	1 Year	None

### **GLOBAL'S WARRANTY DOES NOT APPLY (for any product category) TO THE FOLLOWING:**

- Failures due to wear and tear
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to Global's written instructions and warnings
- Modifications, attachments or repair methods not approved by Global
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials and color matching of textiles
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments
- Colorfastness or the matching of color of textiles
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products used for rental purposes

Global's warranty does not cover the costs of transportation or labor. Repair or replacement will be at Global's option. Global makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or suitability. Users must verify the suitability of such information or product for their specific application. In no event shall Global be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary damages. Global's warranty applies to products sold within the United States of America, Mexico, the Commonwealth of Puerto Rico and Canada.





**GUIDECRAFT USA**

55508 State Hwy 19  
WINTHROP, MN 55396

Guidecraft products are under warranty for one (1) year from purchase against manufacturer's defects.

## FREIGHT POLICY

**FREIGHT CLASSES:** Starters, Adders, and Tables are class 85, Chairs are class 125, all set up bookcases are class 125.

**RETURNS:** Goods returned for credit or exchange will not be accepted unless we have previously authorized the return. Please call us before returning merchandise for any reason. There will be a 10% handling charge (\$35 list minimum) for items returned. "Special" order items cannot be returned for credit. Determination of "special" is at our discretion.

**CANCELLATIONS:** Cancellations cannot be accepted after one week subsequent to the date of acknowledgement.

### WHEN YOUR ORDER ARRIVES:

1. Inspect the arriving freight for damage. (We experience less than 1% damage on total shipments made.)
2. If there is damage, sign the bill of lading as such, keep all packaging and call HALE Customer Service at 800-873-4253.
3. We'll help you with your claim through our contracted carrier unless you have specified a carrier of preference other than ours.

## ORDERING & TERMS

**SALES POLICY:** We sell to Authorized Resellers (Dealers, Wholesalers, Catalog Supply, etc.) only. You must have a Federal TIN, State TIN or Resale Number prior to placing your order.

**ORDER BY CATALOG NUMBER:** Please do not order by description.

**TERMS:** 1% 20N40 with approved credit.

**SPECIFICATION CHANGES:** Specifications as of September 2012. We reserve the right to change dimensions, materials, and styles at any time without prior notice.

### *Warranty Information*

Saratoga Series: 20 years

Mohawk Series: 20 years

Tioga Series: 20 years

Shelburne Series: 20 years

All Chairs: 5 years



**1-800-873-4253 8am-5pm EST**

## General Instructions

- Specifications:** Visit our website at [www.Hallowell-List.com](http://www.Hallowell-List.com) for descriptions and specifications. Prices herein are based on standard construction. Specifications are subject to change without notice.
- Shop Drawings:** Shop Drawings for approval or file & field use will be supplied upon request only, at no charge for orders of \$5,000.00 net and above. A \$350.00 net drawing charge will apply if drawings are required on orders less than \$5,000.00 net. Please add this requirement to your purchase order by noting "shop drawings required for approval" or "shop drawings required for files and distribution only". Allow 3-4 weeks for preparation of shop drawings when required.
- Freight Charges:** All product will ship as noted on purchase order. If 3rd party or collect is requested, please specify carrier and if billing is to be 3rd party, please include your account number with the specified carrier. Orders received without carrier specified will be shipped via best way prepaid and freight charges will be added to your invoice. Hallowell products cannot ship via package carrier i.e. UPS, etc with the exception of small parts type orders. **Hallowell cannot guarantee quoted freight rates unless quoted in writing and the quoted amount is included in your purchase order. Quoted rates will not be guaranteed for 3rd party or collect shipments.**
- Through special agreements with our carriers, Hallowell will ship prepaid shipments class 70 for both knock-down and fully-assembled locker/cabinet orders. All-Welded lockers, cabinets and Cubbies ship freight class 100, Hi-Tech and Rivetwell Shelving ships class 70, Bulk Storage Lockers ship class 77.5 and Portable gates ship class 85. If you request we ship 3rd party or collect, your account or your customer's account may override our freight class exceptions. Due to the added space taken up by assembled lockers/cabinets, special head load rates and/or truckload rates may apply when shipment exceeds 6 pallets. If you have any questions, please contact our traffic department at 866-566-0500.
- Prepaid shipments are subject to a \$120.00 minimum shipping/handling charge.
- Hallowell cannot accommodate "Live Load" requests on production orders.
- FOB Point:** Hallowell reserves the right to select FOB point based on ship to destination and stock availability unless otherwise stated on your purchase order. All production items will ship FOB Factory, Deerfield Beach, Florida unless production K.D. lockers are ordered to ship fully-assembled, in which case Hallowell will utilize the distribution center of its choice.
- Weights:** Weights shown are approximate and subject to change without notice.
- How To Order:** All purchase orders can be placed via fax to 407-464-3610 or via e-mail to [Sales@Hallowell-List.com](mailto:Sales@Hallowell-List.com). For information on becoming an EDI (Electronic Data Interchange) partner, contact us at 866-566-0500 or e-mail [Sales@Hallowell-List.com](mailto:Sales@Hallowell-List.com). All Stock locker orders are to be ordered by 1-wide and/or 3-wide catalog numbers adding the appropriate color suffix as outlined on each price book page and under Color Policy outlined on page 6. All purchase orders should include the unit list prices, extended list prices, total list price, applicable discount, applicable escalator, total net price, requested ship date, project name, complete shipping address and authorized signature. Failure to order as outlined above may result in delay of processing your order.
- Minimum Order:** \$100.00 net.
- Discounts:** All orders are to be discounted per the agreement in place at the time order is placed.
- Escalation:** All orders for future shipment shall include the appropriate price escalator in effect at the time the order is placed. Failure to include the escalator may result in the delay or rejection of your order.
- Terms:** 1/2% 10, net 30 days, strictly enforced.
- Warranty:** All-Welded lockers and cubbies are guaranteed to be free from defects in material and workmanship for the lifetime of the facility. Plastic lockers carry a 20-year warranty from date of invoice. KD lockers are warranted for two (2) years from date of invoice. All other products carry a one (1) year warranty from date of invoice.
- Changes:** Stock product orders changed after being released to the warehouse are subject to a \$75.00 net administrative change order charge in addition to a 30% re-stocking charge (45% for assembled stock locker/cabinet orders). **Production orders cannot be changed after being released to production.**
- Cancellations:** Stock product orders cancelled for any reason more than 24 hours after receipt are subject to a 30% re-stocking charge (45% for assembled stock locker/cabinet orders). **Production orders cannot be cancelled after being released to production.**
- Returns:** If for any reason, you wish to return your stock product order, please contact our Customer Service Department at 866-566-0500 or e-mail [CustomerService@Hallowell-List.com](mailto:CustomerService@Hallowell-List.com) to obtain a Return Goods Authorization (RGA). Shipment returned without an RGA will be refused. A 30% re-stocking charge will apply for all returned knock-down orders (45% for assembled stock locker orders). **Production items are non-returnable.**
- Claims:** It is the responsibility of the receiver to count and log all cartons/materials received prior to signing the freight carrier's receipt of delivery. Shortage claims must be submitted in writing within (3) days of receipt of shipment and must include the carton number(s) affected, the "Inspected by" number which is stamped on each carton and a copy of the delivery receipt properly annotated with shorted cartons if applicable. Damage claims must be submitted in writing within three (3) days of receipt of shipment and must include carton number(s) affected and a copy of the delivery receipt, properly annotated with damage details.
- All claims are to be submitted to our Customer Service Department via fax at 407-464-3610 or via e-mail at [CustomerService@Hallowell-List.com](mailto:CustomerService@Hallowell-List.com). Hallowell will file freight claims for prepaid shipments only. **Signing for a shipment complete and without damage relieves the carrier and Hallowell of responsibility. Hallowell cannot be held responsible for missed delivery appointments.**



## HB Warranty 2017

Warranty Terms	Warranty begins from the date item shipped from our warehouse. Metal Carts limited Lifetime Warranty on Housing/Casing. Electrical 1 year. All other products are 1 year from date of shipment.
Return Policy	RA Required. Returns will be approved at the manufacturer's discretion. Special Order, Non-Stock and Custom products do not apply. All returns are subject to 20% Restock fee. HamiltonBuhl is not liable for return freight fees.
Defective Items	<p>Prior approval required with an RA number. Items received within 30 days may or may not be replaced. It is the manufacturer's discretion to either replace or repair the item. If the items has been marked, engraved or altered they will only be repaired under warranty. If an item is returned and found not to be defective, but in good working conditions then no credit will be issued for the item and the cost of the return freight and other applicable fees will be charged to your account. Items received over 30 days will be repaired under warranty. HamiltonBuhl is not responsible for return freight charges.</p> <p>If the item is determined to be misused this will VOID the warranty and the customer is responsible for shipping the item back and repair charges if approved by the customer. Additional fees will be charged if applicable. Once received and inspected, approved credit will be issued within 30 days. Items returned without an RA# will be returned at senders expense. RA# numbers will only be issued to the dealer of record.</p>
Restock Rate, Non Defective Products	Prior approval required with an RA number, 20% restock charge. Product must be received in perfect condition and in original packaging. If the product is deemed used or unsalable the product will be returned to sender at senders expense. HamiltonBuhl is not responsible for return shipping fees.



P.O. Box 400, Malta, OH 43758 · phone 740.962.4885 · fax 740.962.4877

## LIFETIME WARRANTY

**LIMITED LIFETIME WARRANTY:** Products manufactured at our facilities after the effective date of 1 May 2012 are warranted to be free from material manufacturing defects.

During this period we will, at our sole discretion, replace or repair any product that upon its inspection exhibits defects in material or workmanship.

We reserve the right to require that each warranty claim unit(s) be returned to an address as provided by us, packaged complete (all freight prepaid with proof of purchase) for inspection prior to making a determination as to the validity of a warranty claim.

If warranted, this warranty shall be limited to include replacement unit(s), parts, or materials only.

This warranty does not cover normal wear, damage in transit, or damage caused by misuse, abuse, improper installation, accidents, Acts of God, color, or texture of finish, other covering materials, or natural wood characteristics or anomalies. (Third-party buyouts, when applicable, such as electronics or other products not manufactured by us, will be covered under the warranty terms of the original manufacturer of not less than one year.)

This warranty is nontransferable and applies only to the original purchaser.

No other warranty is expressed or implied.



## Retailer Warranty

### **Pricing**

All product prices, images and descriptions are subject to change. We maintain no responsibility for inadvertent errors. Please contact us within 10 business days regarding price or promotion discrepancies. When you place your order with us, you agree to the price and terms indicated. Price differences related to future or past prices are not refundable.

### **Damaged Merchandise**

Damaged merchandise includes items that have been damaged in shipping. If a shipment arrives at your store with apparent shipping damage, please refuse the delivery. If you have already accepted delivery and then find shipping damage, please call Hape immediately. Save all packaging material and paperwork; do not throw anything away! We will gladly refund your purchase price, excluding shipping and handling charges if Hape is informed within 10 business days of receipt.

### **Defective Returns**

This item is warranted solely against manufacturing defects for a period of 6 months from the date of purchase. If the item you wish to return is inoperable, but has no apparent damage, it is considered defective. Defective merchandise should be returned directly to Hape or destroyed on site and credited by Hape. Please call Hape Customer Service at (800) 661 4142 or [custserv@hapetoys.com](mailto:custserv@hapetoys.com) and provide the following:

1. Product name and code
2. Batch Number (optional) found on the bottom of the toy
3. Name of part required
4. Purchase date and store name
5. Your name, complete address, and contact details
6. If it's a manufacturing defect, we'd appreciate a photograph of the toy to help our Quality Assurance and Product Development team research the problem.

### **Consumer Warranty**

This item is warranted solely against manufacturing defects for a period of 6 months from the date of purchase. Used toy purchases are not eligible for warranty coverage. In the event of a manufacturing defect, parts will be replaced or the entire product will be replaced, after review by Hape. To activate and protect this warranty, be sure to keep the original receipt and carefully inspect the condition of the item prior to and after assembly, looking for missing, broken or hazardous parts, including parts which can be swallowed by a child, cause a child to choke, or otherwise cause injury. Such parts may include fasteners and connectors. Should you observe any defects, do not use the item and immediately notify the Hape customer service at [custserv@hapetoys.com](mailto:custserv@hapetoys.com) and provide the following:

1. Product name and code
2. Batch Number (optional) found on the bottom of the toy
3. Name of part required
4. Purchase date and store name
5. Your name, complete address, and contact details
6. If it's a manufacturing defect, we'd appreciate a photograph of the toy to help our Quality Assurance and Product Development team research the problem.

Please e-mail this information to: [Custserv@hapetoys.com](mailto:Custserv@hapetoys.com)

We accept no responsibility for user initiated damage and/or loss of parts incurred during operation or use of product.

### **Customer Satisfaction**

If for any reason you are not completely satisfied, please contact Hape Customer Service at (800) 661-4142.



**Hausmann "Peace of Mind" 3-Year Ltd. Warranty (USA & Canada Only)**

Hausmann Industries, Inc., (Hausmann) warrants to the original buyer that each Hausmann product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange therefore. Warranty covers parts for three (3) years and covers repairs for the first year, commencing on date of original shipment. Labor coverage may not include replacement or installation of small parts or components. Hausmann Customer Service and/or Sales will determine the technical level of service needed and approve labor coverage on a case by case basis.

This warranty covers defects in materials and workmanship provided such product is used for the normal purpose for which intended, and damage is not the result of abuse or misuse. We are not responsible for charges for repairs or other work, without prior written authorization by Hausmann Industries. We reserve the right to repair or replace defective products at our sole discretion.

This warranty does not include damage resulting from accident and expressly excludes normal wearing of parts, or defect caused by transportation, accident, fire, flood, alteration, or negligence. Hausmann Industries shall not be liable for any direct or indirect, incidental, exemplary, or consequential damages or delay, including damages for loss of income or loss of use.

**Hausmann "Peace of Mind" 3-Year Ltd. Warranty (International – all but USA & Canada)**

Hausmann Industries, Inc., (Hausmann) warrants to the original buyer that each Hausmann product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange therefore. All Hausmann equipment shipped internationally has a 3 year limited warranty against defects in material and workmanship. International warranty includes Parts and Freight only for the first year, and parts only (Ex-Works, FOB factory) in years 2 & 3. Hausmann's International warranty specifically does not include labor or any other costs.

This warranty covers defects in materials and workmanship provided such product is used for the normal purpose for which intended, and damage is not the result of abuse or misuse. We are not responsible for charges for repairs or other work, without prior written authorization by Hausmann Industries. We reserve the right to repair or replace defective products at our sole discretion.

This warranty does not include damage resulting from accident and expressly excludes normal wearing of parts, or defect caused by transportation, accident, fire, flood, alteration, or negligence. Hausmann Industries shall not be liable for any direct or indirect, incidental, exemplary, or consequential damages or delay, including damages for loss of income or loss of use.





## **Intellistage 2 Year Warranty**

Road Ready warrants to the original owner of each new IntelliStage product, for a period of 2 years from the date of purchase, (provided that it is purchased at an Authorized Intellistage Dealer) that is free of defects in materials and workmanship and that each product meets or exceeds all factory published specifications. This warranty is void if the product has been tampered with or misused beyond reasonable wear, and shall not apply if the product has been physically damaged. Improper handling, set-up or use of this unit could cause it to fail which could lead to serious injury or death. Please be sure to read, understand and follow all operating instructions and weight load information in this manual before using this product. Do not allow children or untrained persons to use this product. There are no obligations of liability on the part of Road Ready for any personal injuries, death, consequential damage or any other indirect damages with respect to, loss of property, revenues, profit or costs of removals, installations or re-installations arising out of, or in connection with, the use or performance of an IntelliStage product.

Please email [warranty@intellistage.com](mailto:warranty@intellistage.com) for more details.



# **IRONWOOD MANUFACTURING INC.**

## **Ironwood Guarantee**

### **Factory Assembled**

Manufactured to the most exacting standards and inspected several times throughout the manufacturing process, Ironwood furniture is guaranteed to be free from defects in materials and workmanship for up to five years after purchase.

This guarantee is limited to repair and replacement only and does not cover damage outside our control or damage that results from ordinary use.

### **R.T.A. Ready To Assemble**

Manufactured to the most exacting standards and inspected several times throughout the manufacturing process, Ironwood furniture is guaranteed to be free from defects in materials and workmanship for up to one year after purchase. This guarantee is limited to repair and replacement only and does not cover damage outside our control or damage that results from ordinary use.



## **Express Warranty Information**

Jayhawk Plastics, Inc. guarantees all materials and workmanship for three (3) years on any product made completely from our proprietary recycled plastic blend. Jayhawk guarantees all materials and workmanship for (1) year on any product made of steel, aluminum or a combination of metal and plastic.

The guarantee excludes vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion caused by chemicals, ice or snow damage and acts of God. The warranty does not cover any product used as a component of and/or a finished good for a manufactured primary product without the prior written approval of Jayhawk Plastics.

Jayhawk guarantees against rotting, decay or termite infestation for fifty (50) years for our plastic products. Any claim under this warranty must be filed within the warranty time-frame of original invoice date and must be accompanied by the original invoice or invoice number.





## Jonti Craft Warranty

Jonti-Craft, Inc. unconditionally guarantees customer satisfaction on all products. If you are not satisfied with any product, simply call us before it has been used and we will arrange to have it shipped back to our plant for replacement.

Our Customer Relations Team will be happy to assist you in filing a warranty claim. Please **contact us** via email or phone to begin the process. Please be prepared to explain the problem you have experienced with your product, including invoice number, purchase date, and photos and we will guide you through the warranty claim process.

We will also extend the following guarantees against any defect in material or labor, absent any misuse or damage by the customer. *Please note: Jonti-Craft products are for indoor use only.*

### LIFETIME WARRANTY

Jonti-Craft® Birch Furniture  
Rainbow Accents® Furniture  
MapleWave® Furniture  
TrueModern® Furniture  
YoungTime® Furniture  
KYDZ Suite® Furniture

### 1 YEAR WARRANTY

ThriftyKYDZ® furniture  
Jonti-Craft® Glider Rocker

### 5 YEAR WARRANTY

Sproutz® Furniture  
Berries® Tables and Chairs  
Jonti-Craft® KYDZ Ladderback Chairs

### 90 DAY WARRANTY

RooMeez® Furniture



Joy Carpets & Co.

## Kid Essentials® Rugs Specifications and Warranties

### General:

Description:	Cut pile area rugs
Dye Method:	Injection Dyed
Dye Resolution:	400 dpi
Fiber:	STAINMASTER® BCF Type 6,6 2-Ply Nylon
Tufted Face Weight:	26 oz. / sq. yd.
Tuft Bind:	Exceeds industry standards
Gauge:	1/8 <sup>th</sup>
Pile Height:	.36 in.
Backing:	SoftFlex® Backing System - <i>Eliminates wrinkling and curling</i>
Delamination:	Exceeds industry standards
Anti-Soil and Stain Protection:	LotusFX Fiber Shield <ul style="list-style-type: none"> <li>• <i>Rugs stay up to 30% cleaner and last up to 50% longer</i></li> <li>• <i>Sheds liquids, soil particles, and food and beverage stains</i></li> </ul>
Antimicrobial Protection:	Impervion® mold, mildew, and odor treatment <ul style="list-style-type: none"> <li>• <i>Uses the power of silver to protect against bacteria, microbes, and odors</i></li> </ul>
Finishing:	Bound and serged edges for maximum durability
Origin:	U.S.A.

### Performance:

Static Electricity:	< 3.5 KV (AATCC-134)
Traffic:	Residential or commercial use
Indoor Air Quality:	Green Label Plus Certified <ul style="list-style-type: none"> <li>• Exceeds most stringent IAQ standards</li> <li>• Complies with California OEHHA guidelines</li> <li>• Caprolactam free</li> </ul>



### Flammability:

Radiant Panel:	> 0.45 watts/cm2 (ASTM – E648, Class I)
NBS Smoke Chamber:	<450 flaming and non-flaming (ASTM-E662 NFPA-258)
Methenamine Tablet:	Self-extinguishing (DOC FF-1-70)

### Maintenance:

Spot Cleaning:	Spot clean with approved carpet cleaner. Follow manufacturer recommendations. Vacuum regularly.
Professional Cleaning:	Hot water extraction.

### Warranties:

Lifetime Limited Wear Warranty:	<b>Abrasive wear of surface pile guaranteed not to exceed 10%</b>
Lifetime Limited Antimicrobial Protection:	<b>AlphaSan® additive uses the power of silver to protect against bacteria and microbes.</b>
10 Year Soil/Stain Protection Limited Warranty:	<b>Provides total fiber coverage to protect against soil and stains.</b>
Static Protection:	<b>Built-in static control fiber.</b>
Fade Resistance:	<b>Colorfast. Resists discoloration from sunlight. Indoor use only.</b>
Limited Manufacturer Defects Warranty:	

Specifications are subject to normal manufacturing tolerance.  
Sizes are approximate and actual carpet color may vary.

## **KFI LIMITED WARRANTY**

All KFI chair frames and table bases are warranted against frame defects due to failure of broken welds for (5) years from date of original purchase. KFI guarantees all upholstery and wood against defects for a period of (1) year from date of purchase. This warranty is void if product is not used for its intended purpose or if subjected to an unusual application, abuse or normal wear & tear. Variations in color or texture of material are not considered defects.

This warranty is valid to any purchaser of KFI furniture. In the event of a claim, the purchaser may be required to show validity of claim by furnishing a copy of the original invoice for the product in question.

The KFI Service Department must issue a return authorization. The purchaser may then return the product to KFI, freight prepaid. Upon receipt and investigation of claim, if KFI agrees with claim, we will without further cost to purchaser, repair or replace, at KFI's option, the appropriate defective part.



# Terms Conditions Rights and Warranties

Updated April 5, 2017

## PRODUCT PRICING

### ALL PRICES LISTED IN KI PRICE LISTS ARE FREIGHT EXCLUDED OR DELIVERED PRICING.

KI price lists and any prices contained therein are subject to change without notice. Prices applicable to all Customer orders shall be those in effect at the time KI receives a complete order from Customer unless: Customer and KI have in place a written special pricing or master supply agreement, which agreement specifies the prices to be paid by Customer; or Customer requests a product shipping date to occur more than one hundred twenty (120) days after KI's receipt of Customer's order (in which case KI shall have the option to apply to Customer's order the price list in effect as of Customer's requested shipping date). The most current KI price lists are maintained electronically and can be found at [www.ki.com/pricelists](http://www.ki.com/pricelists)

Any discounts are ineffective if, as a result of the discounts, the final selling price of any product offered in a KI quote would be lower than the corresponding price for that product under KI's multiple award schedule contracts with the United States General Services Administration (GSA). If the final selling price for any KI product in a quote would be below KI's price to GSA, KI will offer that product at the same price that KI offers to GSA. No other terms or conditions of KI's GSA contracts would apply to such sales.

## FREIGHT AND DELIVERY

### Freight Terms

KI reserves the right to select the "best way" shipment methods and means (including, but not limited to, determination of the carrier, method of shipment, and routing). Standard delivery shall be dock-to-dock delivery and shall occur Monday through Friday, 7:00 a.m. to 3:00 p.m. for truckload or 9:00 a.m. to 5:00 p.m. for less than truckload or parcel. Products quoted as "Delivered Pricing" shall be "F.O.B. Origin," and freight charges are based on shipments to the 48 U.S. contiguous states. For shipments destined to other U.S. states or foreign territories, delivery will be made to a prearranged port. Customer shall prepay all freight charges and any extra expenses resulting from any request by Customer for after-hours, holiday, weekend, or specific time delivery, or special carrier, shipping method, (e.g. air freight, exclusive use vehicle) packaging, and/or routing. Contact KI for quote.

### Requests for Specific Delivery Time(s)

KI considers requests for delivery times and for drop shipments to job sites, and will undertake reasonable efforts to indicate any such request(s) to product carriers. KI may, in its sole discretion, extend to Customer the option of a carrier-guaranteed set delivery time at an additional cost to Customer. KI's liability for any damages incurred for any late deliveries, including labor and other expenses resulting from any such delays, shall be limited to a refund of the charge for the aforementioned guaranteed set delivery time.

### Accessorial Fees

Customer shall be responsible for the payment of all accessorial fees, including, but not limited to, charges necessitated by any of the following:

1. A need for special delivery equipment, including lift gates
2. Inside delivery
3. The absence of a loading dock
4. Redirection or re-consignment of product
5. Detention charges
6. Street unloads
7. Improper refusal of product

## Storage of Product

If, following KI's acknowledgement of Customer's purchase order, Customer requests a delay in shipment for any period greater than one (1) day from the scheduled ship date, Customer shall be responsible for the payment of the following storage fees:

1. Orders less than a full trailer (11 pallets or 24 feet or less): \$5.00 per day per pallet.
2. Full trailer: \$60.00 per day per trailer.

Any long-term storage (i.e. storage outside standard shipping and installation storage) must be climate controlled. Temperature must range between 60 and 80 degrees Fahrenheit and humidity must be controlled between 45 and 65 percent relative humidity.

## Split Deliveries

Orders can be split shipped (including C.O.M. as it arrives) only with faxed or written authorization.

## Re-delivery of Freight

When re-delivery of merchandise is required because the customer is not ready to accept merchandise, and no notification of this fact is given to the factory at least one week prior to the scheduled ship date, the actual costs for freight, restocking and re-handling, plus 5% of the order value, will be billed to the customer. CAUTION: After obtaining a clear receipt for shipment, the delivering carrier is no longer responsible for damage or shortages.

## PAYMENT TERMS

### Net Thirty Days

Payment on all KI invoices shall be made in U.S. dollars within thirty (30) days of the date of each such invoice and without offset, back charges, retention, or withholding of any kind. Unpaid and delinquent invoices shall accrue interest at the rate of one and one-half percent (1.5%) per month, or the highest rate permitted by law, whichever is less.

## Leasing Provisions

KI offers a lease finance option. The first and last monthly payments are required at the time of signing. Lease quotations subject to National Cooperative Leasing credit approval. Rates are based upon current market and subject to change without notice. Contact KI for a quote.

## Custom Deposits

Customer may be required to pay a deposit for the purchase of any custom or nonstandard products identified in Customer's purchase order. Any such deposit shall accompany Customer's purchase order.

## New Accounts

New accounts require the approval of a KI sales representative, credit references, and a valid tax-exempt or resale certificate (where applicable).

## Security Interest in Products

KI shall retain a purchase money security interest in all products sold to Customer and for which Customer has not made full payment. Customer agrees to execute any and all instruments necessary to document the creation of this security interest and/or to perfect the same. Customer further agrees to assemble and deliver to KI all products subject to this security interest in the event Customer defaults on Customer's payment obligations to KI.

## Collection Costs

In the event Customer defaults on Customer's payment obligations to KI, and KI employs the

services of an attorney or collection agency to enforce these obligations, Customer shall reimburse KI for all of KI's actual collection costs and expenses (including actual attorneys' fees and court costs) upon demand.

## ORDER PROCESS Requirements of a Valid and Complete Purchase Order

In order to submit a valid and complete purchase order to KI, Customer must provide KI with the following information.

1. If you are purchasing directly from KI the purchase order must be issued to KI or KI c/o the dealer with this address:

KI  
1330 Bellevue Street  
Green Bay, WI 54302

2. The following items must be included on all purchase orders:

- Sold To/Bill To Information: complete legal name, address, telephone number and fax number
- Ship To Information: complete legal name, address, contact name, contact phone number
- Purchase Order Number: a customer-specific identifier, typically a sequential purchase order number or requisition number
- Issue Date: date the purchase order was issued
- Sales Tax: applicable sales tax will be added upon invoicing. If tax exempt, customer must provide or have the tax exempt certificate on file at KI
- Purchase Order Total: total of all items and services included on the purchase order
- Authorization: signature of authorized purchasing agent or buying entity
- Order Details: reference a fully optioned KI quote (ex: 11KGH-85432) or include all the information listed below
  - Quantity of each item
  - Complete model number, including all finish and option information (by line item)
  - Net purchase price (by line item)
  - Extended net purchase price (all line items)
  - Any additional applicable charges (ex: installation and/or delivery charges)
  - Contract name and/or number if pricing is based on a contract reference
- 3. Signatures on a quote or a worksheet will NOT be accepted as a purchase order.
- 4. In the event that you do not have a formal Purchase Order process, please contact your KI Sales Representative or call 1-800-424-2432, and we will assist you with creating a PO.

Purchase Orders that do not meet these requirements will be placed on hold until complete information is received by KI.

## Acknowledgements

KI sends acknowledgements on all orders. Please read these acknowledgements and contact KI immediately if there is any discrepancy. In the event of any difference or inconsistency between KI's acknowledgement and Customer's purchase order, KI's acknowledgement will control. In the event the model number and description differ on the purchase order, the model number will be the determining factor. Any error or discrepancy on acknowledgement must be reported to KI in writing within three (3) working days of acknowledgement date. All acknowledgements contain an estimated delivery date, but an order may ship earlier than the estimated shipping date. If Customer desires

delivery on or after a specified date, Customer must write "Do not ship for arrival before \_\_\_\_ [date] \_\_\_\_" on Customer's purchase order.

## Fax or Email Orders

Orders may be sent to KI via facsimile (1-800-405-2264) or via email ([order.entry@ki.com](mailto:order.entry@ki.com)) SIF Files: If you have a fully optioned SIF file, submit one email containing the purchase order, fully optioned SIF file and any supporting quotes. If, following submission of an order to KI, Customer sends a confirming order, such confirming order must be marked "Confirming Order. Original order sent via fax (or email)." KI will not be responsible for any duplicate orders caused by unmarked hard copy, duplicative confirming orders, or orders submitted more than once.

## Changes or Cancellations of Orders

Purchase orders acknowledged by KI cannot be changed or cancelled without KI's consent, which consent may be conditioned upon Customer's agreement to pay increased or additional expenses resulting from the requested change or cancellation, including but not limited to a twenty-five percent (25%) cancellation charge if order is cancelled or changed within a minimum of twenty (20) days prior to expected delivery date as acknowledged. Products with custom options or veneer tops cannot be cancelled or returned.

## Quick Ship Program

Quick Ship Program (QSP) leadtimes begin upon receipt of clearly marked and complete purchase order and approval by KI credit department. The QSP purchase order must be accompanied by the QSP purchase order cover sheet. Orders will only be processed as Quick Ship if all items on the order are included in the Quick Ship program. Quick Ship orders cannot be revised, cancelled, or returned. It is KI's intention to ship all QSP products within a period of 10 working days or less. Based on production capacity, KI reserves the right to cancel the Quick Ship Program without notice.







# ■ Terms Conditions Rights and Warranties

Updated April 5, 2017

## C.O.M. FABRIC REQUIREMENTS

Fabrics to be supplied by Customer must be approved by KI for upholster-ability and flammability prior to acceptance of Customer's purchase order. Customer shall submit to KI a one (1)-foot square sample swatch with Customer's purchase order. Following KI's approval of Customer's fabric, Customer must contact KI for exact production yardage requirements (1-800-454-9796, ext. 2707). Thereafter, Customer shall ship its fabric to the appropriate manufacturing facilities below. When supplying Customer's own materials, it is the responsibility of the Customer to ship the materials to the correct KI manufacturing facility (as stated on the product pricing pages of KI price lists or on ki.com). Failure to ship the materials to the correct KI manufacturing facility will result in additional charges to the Customer for re-delivery of Customer's own materials to the correct KI manufacturing facility.

For products shipped from Green Bay, WI facility, ship material to:  
KI Green Bay  
Attn: C.O.M. Storage  
1687 Westminster Drive - Gate 3  
Green Bay, WI 54302

For products shipped from Manitowoc, WI facility, ship material to:  
KI Manitowoc  
Attn: C.O.M. Storage  
1400 S. 41st St.  
Manitowoc, WI 54220

For products shipped from Pembroke, Ontario facility, ship material to:  
KI Pembroke  
Attn: C.O.M. Storage  
Pembroke, Ontario K8A6X7

For products shipped from Bonduel, WI facility, ship material to:  
KI Bonduel  
Attn: C.O.M. Storage  
204 West South St.  
Bonduel, WI 54107

For products shipped from Tupelo, MS facility, ship material to:  
KI Tupelo  
Attn: C.O.M. Storage  
2112 South Green St.  
Tupelo, MS 38804

For products shipped from High Point, NC facility, ship material to:  
KI-HN  
Attn: C.O.M. Storage  
217 Feld Avenue  
High Point, NC 27263

For products shipped from Ontario, CA facility, ship material to:  
KI  
Impress/Kismet  
1110 S. Mildred Ave.  
Ontario, CA 91761

## TITLE, RISK OF LOSS, AND DAMAGE OR SHORTAGE CLAIMS

### Title and Risk of Loss

Title to product shall pass to Customer upon delivery by KI to the carrier. For purposes of risk of loss, all shipments are "F.O.B. Origin"; and Customer acknowledges that, once KI delivers the product to the carrier, risk of loss shall pass to Customer. If you receive product that is damaged, the following steps must be taken:

1. Before signing for the merchandise, make careful notation of package conditions and describe any type of damage observed on the carrier's delivery receipt.
2. If the delivery receipt has been signed free and clear and damage is discovered after carrier has left, the customer shall report the concealed damage and request an inspection to the local carrier terminal within five business days of receipt date.
3. Retain all shipping cartons for inspection by the carrier agent.

### Shipment Damage Claims

All products are packaged to comply with carrier requirements and leave KI's manufacturing facilities in good condition. Customer shall be responsible to carefully inspect all products upon delivery and before acceptance. Any damage discovered upon delivery must be noted on the bill of lading. Notification of damage discovered after delivery must be given to the carrier within five business days, immediately following delivery, and all damaged product must be kept at the point of delivery in its original packaging. KI shall not be liable for loss or damage to product that occurs in transit, and Customer's sole remedy for any such damages shall be to seek appropriate recourse against the carrier. For more information visit <http://damagedproductprocess.com>

### Shortage Claims

Customer must report shortage claims to KI within ten (10) days immediately following delivery. Shortage claims reported after ten (10) days after delivery will not be honored.

### Returns

Product conforming to the specifications contained in KI's acknowledgement to Customer may not be returned to KI without KI's written consent, which consent may be conditioned upon Customer's agreement to pay re-handling and/or restocking charges and/or to prepay all freight charges on the return shipment.

## CODE & FLAMMABILITY STANDARDS COMPLIANCE

### Seating

1. California Technical Bulletin 117. All seating products manufactured by KI meet or exceed the standards set forth in California Technical Bulletin 117 and are labeled accordingly.
2. California Technical Bulletin 133. KI offers numerous products that can be manufactured to meet the flammability requirements set forth in California Technical Bulletin 133. For products to meet the requirements of the open-flame test, changes in materials are made. Restrictions are placed on fabric selections and product type. When ordering product to comply with California Technical Bulletin 133, the "FR" option must be selected in the model number string. Please see individual sections in the price list for additional cost and leadtimes, which vary between products.

## Panels

ASTM E84 (equivalent to UL 723 and National Fire Protection Association NFPA 255) is the test method used to determine the Flame Spread and Smoke Developed Indices of the system, consisting of the core substrate, fabric covering, and adhesive. NFPA 101, for Life Safety Code, defines acceptable Flame Spread and Smoke Developed Indices that have been adopted by the federal and many state or local governments as law in the form of building codes and regulations. Panel cores have been judged acceptable for the use with UL Recognized Component Office Panel Fabrics. Contact KI for the current list of fabrics that are acceptable for use.

## Style and Fabric Availability

Many styles can be manufactured to comply with TB133, depending on the fabric content of a selected upholstery textile. When considering C.O.M. fabrics, submit the material attached to its composition description card to KI for approval. \*Certain C.O.M. materials may require a sample burn test for certification. A sample product will be built with C.O.M. material and tested. The cost of testing must be added to the cost of a test sample including appropriate upcharges to receive certification.

## Pricing

TB133 requires special construction procedures, and an upcharge applies to each product ordered as such.

## General Information

Specifications, test procedures and requirements pertaining to flammability regulations can change. KI will make every effort to keep our information and services pertaining to flame specifications up-to-date. However, we reserve the right to alter the products, fabrics/leathers, or upcharges associated with any of the above or any other flame specifications.

## MISCELLANEOUS

### Weights and Dimensions

All weights and dimensions listed in KI's price or product listings are approximate.

### Statute of Limitations

Except as specifically set forth in these Terms, Conditions, Rights and Warranties, no claim arising out of or in connection with products purchased from KI, these Terms, Conditions, Rights and Warranties or any product warranty applicable to any KI product may be brought by Customer more than one (1) year after the cause of action on which it is based has accrued.

### Jurisdiction and Venue

The interpretation and application of these Terms, Conditions, Rights and Warranties and any product warranties applicable to products purchased by Customer from KI shall be governed in all respects by the laws of the State of Wisconsin, U.S.A., without reference to the rules of any jurisdiction concerning conflicts of laws or the provisions of the United Nations Convention on Contracts for the International Sale of Goods. Customer agrees that all disputes arising from the interpretation or application of these Terms, Conditions, Rights and Warranties or any product warranty shall be subject to the exclusive jurisdiction of and venue in the federal and state courts located in Green Bay, Wisconsin, or within Brown County, Wisconsin, U.S.A.; and Customer hereby consents to the personal and exclusive jurisdiction and venue of these courts.

## Notification to KI

Except as set forth elsewhere in these Terms, Conditions, Rights and Warranties, all inquiries and correspondence to KI should be directed to:

KI  
1330 Bellevue Street  
P.O. Box 8100  
Green Bay, WI 54308-8100  
Phone: 1-800-424-2432

## Force Majeure

KI shall not be liable for failure to perform or for delay in performance due to fire, flood, strike, or any other labor difficulty, act of God, act of any governmental authority or of Customer, riot, embargo, fuel or energy shortage, wrecks or delay in transportation, inability to obtain necessary labor, materials, or manufacturing facilities from usual sources, or failure of suppliers to meet their contractual obligations, or due to any cause beyond its reasonable control. In the event of delay in performance due to any such cause, KI reserves the right to extend the date of delivery or time for completion by a period of time reasonably necessary to overcome the effect of such delay, to allocate any available supply of goods in a manner it deems reasonable, or to cancel any purchase order.

## Product Warranties

These Terms, Conditions, Rights and Warranties may change from time to time. Purchases of products from KI shall be subject to KI's then current Terms, Conditions, Rights and Warranties which can be found at:

[www.ki.com/terms](http://www.ki.com/terms)



### RIGHTS AND WARRANTIES

The following KI product warranty applies to products manufactured on or after July 18, 2016 and manufactured and/or distributed from a KI manufacturing site. This warranty is given to the initial purchaser and is valid for as long as the initial purchaser owns the product. The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of the products during the warranty period. If a product is defective, and if written notice of the defect is given to KI within the applicable warranty period, KI at its option will either repair or replace the defective product with a comparable component or product, or provide a refund of the purchase price. KI reserves the right to determine labor method used during replacement of product. The Lifetime Warranty applies regardless of the number of shifts the product is used each day, unless specified as an exception. All non-lifetime product warranties are a single 8 hour shift per day unless otherwise noted. KI products are not intended or warranted for outdoor use unless specifically stated for outdoor use.

### EXCLUSIONS

This warranty does not cover:

- Failure resulting from normal wear and tear which is to be expected over the course of ownership.
- Any misuse, abuse or modification of the original product voids the warranty.
- Damage caused by carrier.
- Products that are exposed to extreme environmental conditions or that have been subject to improper storage.
- Alterations to product not expressly authorized by KI, nor to products considered to be of a consumable nature such as bulbs, light ballasts, and surge suppression products.
- Customer's Own Material (i.e., material supplied by the Customer or procured by KI on behalf of the client that is not a standard KI product offering) used in the manufacture of KI products.
- Natural variations in wood grain; changes in surface finishes, including colorfastness, due to aging or exposure to light; matching of color, grain or texture, except to within commercially acceptable standards.
- Replacement parts are covered for two years or the balance of the original warranty, whichever is longer.
- Failure to apply, install, reconfigure, or maintain products according to published KI planning, assembly, or user guides.

### NOTATIONS

- Non-Standard Product has a one year warranty, unless the change is only cosmetic. If the product is non-standard due to a cosmetic change, the warranty is the same as the "base" product.
- Third Party Supplied Product (KI shall pass along any warranty it receives with respect to other manufacturer's products).
- Modification to U.L. Listed products eliminates the listing.
- KI reserves the right to request that the damaged product be returned for inspection prior to granting a remedy.
- KI will not be liable for consequential, economic (including loss of time or inconvenience), or incidental damages arising from any product defect.
- International Warranties may differ.

EXCEPT AS STATED ABOVE, KI MAKES NO EXPRESS OR IMPLIED WARRANTIES AS TO ANY PRODUCT AND IN PARTICULAR MAKES NO WARRANTY OF FITNESS FOR ANY PARTICULAR USE. AT KI'S OPTION, PRODUCT REPAIR, REPLACEMENT, OR REFUND OF PURCHASE PRICE IS THE CUSTOMER'S EXCLUSIVE REMEDY FOR ANY AND ALL PRODUCT DEFECTS.

## ■ Terms Conditions Rights and Warranties

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Furnishing Knowledge®

### COMPONENTS

Casters	15
CPU Holders	15
Electrical Components- Isle Power Tower, Active8, USB Charger, Qi, PowerUp, Villa	15
Fabric, Vinyl, and Leather- KI In-Grades and Pallas Only	3
Pallas Fabric- Juggernaut Only	5
Flat Screen Monitor Arms.	15
Foam	15
Glides (excluding Felt- no warranty)	15
Keyboard Mechanisms	15
Laminate HPL- high pressure laminate	15
Laminate LPL- low pressure laminate	5
Lighting	5
Mesh	10
Pneumatic Cylinder (except Cafeteria at 5 years)	12
Tablet Arm	15
Veneer	15
Worksurface Embedded Storage- Flat Screen Garage, Smartlift	5

### BENCHING SYSTEM

Connection Zone	Lifetime
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### CAFETERIA FOLDING TABLES

CafeWay (except pneumatic)	15
Uniframe (except pneumatic)	15
Pneumatic for CafeWay and Uniframe	5

### CASEGOODS

Aristotle (excludes laminate)	Lifetime
Aristotle Laminate- LPL- low pressure laminate	5
Dante (excludes laminate)	Lifetime
Dante Laminate- HPL- high pressure laminate	15
Darwin (excludes veneer)	Lifetime
Darwin Veneer	15

### DESKING

700 Series Desk	Lifetime
Instruct	Lifetime
Ruckus	15
True	Lifetime
WorkZone	Lifetime

### DOLLIES

Caddies- Seating	15
Caddies- Tables	15

**FILES AND STORAGE**

(Storage warranties exclude drawer slides at 15 years)

Drawer Slides	15
700 Series Files and Storage	Lifetime
All Terrain	Lifetime
Balance	Lifetime
Connection Zone Storage	Lifetime
Ruckus Storage	15
Universal Overhead	Lifetime
U Series	Lifetime

**FOLDING CHAIRS**

Auditorium Folding Chairs	5
Design Line	5
Front Row Seating	5
Novite	5
All Other Steel Folding Chairs	5

**INSTITUTIONAL SEATING/TABLES**

Banquet Tablets- Emissary, Heritage, Premier	5
DuraLite	5
Fixed Leg Table- Oxford	5
ValueLite	5

**LECTERN**

Wharton	10
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**LIBRARY FURNITURE**

CrossRoads	15
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**MARKERBOARDS**

Connection Zone Mobile Screen	5
All Other Markerboards	5

**OCCASIONAL TABLES**

Affina	Lifetime
Flex	Lifetime
Hub	Lifetime
Lyra	Lifetime
MyWay	Lifetime
Rado	Lifetime
Sela	Lifetime
Soltice	Lifetime
Soltice Metal	Lifetime
Sway	Lifetime

**PATIENT ROOM SEATING**

**Bariatric**

Affina	Lifetime
Perth	Lifetime
Soltice	Lifetime
Soltice Metal	Lifetime

**Gliders**

Affina (excludes glider mechanism)	Lifetime
Perth (excludes glider mechanism)	Lifetime
Soltice (excludes glider mechanism)	Lifetime
Glider Mechanism	10

**Hip Chair**

Affina	15
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**Patient Chairs**

Affina	Lifetime
Perth	Lifetime
Rose	15
Soltice	Lifetime
Soltice Metal	Lifetime

**Recliners**

Affina (excludes recliner and central locking mechanism)	Lifetime
Perth (excludes recliner and central locking mechanism)	Lifetime
Soltice (excludes recliner and central locking mechanism)	Lifetime
Recliner Central Locking Caster Mechanisms	5
Recliner Mechanism	10

**Sleepers and Daybeds**

Affina (excludes sleeper mechanism)	Lifetime
LaResta Daybed (excludes daybed mechanism)	Lifetime
Perth (excludes sleeper mechanism)	Lifetime
Soltice (excludes sleeper mechanism)	Lifetime
Sleeper and Daybed Mechanisms	5

**RESIDENCE HALL FURNITURE**

RoomScape	Lifetime
Mattresses	5

**SEATING**

**Auditorium Seating**

Concerto	15
Extol	15
Lancaster	15

**Benches**

Kurv	15
Neena	15



**SEATING**

**Blu Sky Collection**

1000 Series Chair	5
200 Series- chairs and tables	15
400 Series	15
600 Series	15
6100 Series	15
6200 Series	15
Aerdyn	Lifetime
Berlage	15
Itoki- DP chair and DD table	15
Jovi	5
Jubi	15
Mondial	5
Xylon	15

**Classroom**

Dorsal 1090	15
Intellect	15
intellect Wave	15
Ivy League	15
Learn2	15
Ruckus	15

**Fixed Seating / Lecture Hall**

Jury Base	15
Seminar Tables	15
Sequence	15
Sequence HD	15
Single Pedestal	15
University	15

**Guest Seating**

Affina	Lifetime
Bantam	Lifetime
Doni Guest	15
Impress Guest	15
Impress Ultra Guest	15
Perth	Lifetime
Sift Guest	15
Soltice	Lifetime
Soltice Metal	Lifetime

**SEATING**

**Lounge**

Affina	Lifetime
Arissa	Lifetime
Cody	Lifetime
Connection Zone Privacy Booth	Lifetime
Hub	Lifetime
Jessa	Lifetime
Lyra	Lifetime
Mesa	Lifetime
MyWay	Lifetime
Sela	Lifetime
Soltice	Lifetime
Soltice Metal	Lifetime
Sway	Lifetime
Tea Cup	Lifetime

**Multiple Seating**

Affina	Lifetime
GateOne	15
Perth	Lifetime
Promenade - indoor	15
Promenade - outdoor	3
Soltice	Lifetime
Soltice Metal	Lifetime

**Spectator Seating**

HI5	15
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**Stack and Nesting**

Apply	15
Doni Stack	15
Grazie Stack	15
Maestro	15
Matrix	15
Opt4	15
Perry	15
Piretti Stack	15
Plaza	5
Rapture	15
Ruckus	15
Silhouette	15
Strive Stack	15
Torsion Stack	15
Torsion Air Stack	15
Torsion on the Go!	15
Versa- standard, conference, and basic	15
Versa XL	15

**Stools**

600 Series	15
800 Series	15
Ivy League Stools	15
Medical and Laboratory Stools	15



**SEATING**

**Tandem**

Doni Tandem	15
Dorsal Tandem	15
Grazie Tandem	15
Strive Tandem	15
Torsion Tandem	15

**Task**

Apply Task	15
Altus	15
Avail	15
Cinturon	15
Doni Task	15
Engage	15
Grazie Task	15
Impress	15
Impress Ultra	15
Intellect Wave Task	15
Mesa Task	15
Pilot	15
Ruckus	15
Sift	15
Strive Task	15
Torsion Task	15
Torsion Air Task	15

**SYSTEMS**

**Panel Systems**

StudioWorks	Lifetime
System 3000	Lifetime
Unite	Lifetime
WireWorks	Lifetime

**Power Distribution System**

Trellis	Lifetime
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## ■ Terms Conditions Rights and Warranties

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Furnishing Knowledge®

### TABLES - contract

Athens	Lifetime
Barron	Lifetime
Backbone	Lifetime
DataLink System	Lifetime
Enlite	Lifetime
Genesis- fixed	Lifetime
Genesis- height adjustable	5
Hurry Up!	Lifetime
Inquire	Lifetime
InTandem	Lifetime
Intellect Activity Table	Lifetime
Pillar	Lifetime
Pirouette	Lifetime
Portico	Lifetime
Serenade	Lifetime
Synthesis	Lifetime
Toggle- fixed	Lifetime
Toggle- height adjustable	5
Trek	Lifetime
WorkUp- fixed	Lifetime
WorkUp - height adjustable	5

### WALLS

Evoke	10
Genius	10
Lightline	10

### The following products are discontinued.

Please contact KI customer service to verify warranty status. 1-800-424-2432

360 Degree Classroom Furniture	Glimmer Stack and Task	Sapphire/Precedence
6000 Series chairs	Grand Salon Lounge Seating and Bench	Seneca
700 Series Folding Chair with tablet arm	Hancock Bench	SmartTouch Files (900 Series)
734G (Ganging versions)	Impulse	Solstice Folding Chair
ADD Companion, Tandem, Raphael	Intellect Compact Double-Entry Desk	Sterling
ADD Stacker	Intellect Hard Plastic Chair	Sustain
Allude	Intellect Two-Student Table	SystemsWall
Amadeus Collection	Ivey	Thrae Collection
Archive	Ivy League IL50 Laminate Top Desk	Trendmaster
Aria	Ivy League Max, Plus	Velo
Aston Guest Chair	Junior Tables	Venue
Bonn	Kismet	Versa Junior
Briar Collection	Laptop Garage	Vertebra Institutional
Bruen	Logix Seating System	Warren
Canaan	Lido Lounge Seating	Xclaim
Cinturon Lounge Seating	Lola Lounge Seating	Zylo
Connect Electrical System	Madison	
Dance	Mi6	
DataLink MP	Neena Lounge Seating	
DaVinci	Next Connect Electrical System	
Daybed	Olympia	
Daylight	On Task	
Delsanti Caseloads	Orlo Occasional Tables	
Devon Occasional Tables	Piretti 2000	
Dorsal Student Desk	Piretti Stack on Fixed Seating	
DuraMesh Folding Chair	Pomfret Lounge Seating and Guest Chair	
Durastack	PowerComm	
E Series Storage	Premier 72" Round Table	
Eden	Premier Folding Bench	
Ess	Prosper	
Essex	Quatro Guest Chair	
Flex Collection (seating and tables)	Reclaim Receptacles	
Flexible Workspace	Relax	



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# Learniture Warranties

While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.

Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.

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## Learniture School Chair and Stool

### LIMITED WARRANTY

Learniture school chairs and non gas-lift stools are warranted from any defects in design, workmanship, assembly or material for 15 years. Gas-lift office, task chairs, drafting stools, tablet arm chairs/desks, café/lunch chairs and stools, and active learning stools for 5 years.

## Learniture School Desk

### LIMITED WARRANTY

Learniture school desk frames are warranted from any defects in design, workmanship, assembly or material for 15 years. Plastic desk tops are warranted for 15 years, 10 years on wood composite tops. Learniture teachers desks are warranted for a lifetime.

## Learniture Tables

### LIMITED WARRANTY

Learniture activity, computer, study carrels, training & seminar tables are warranted from any defects in design, workmanship, assembly or material for 10 years. Electric-adjustable height tables are warranted from any defects in design, workmanship, assembly and material for lifetime (5 years on motor).

## Learniture Laptop Storage Cart

### FIVE-YEAR LIMITED WARRANTY

All Learniture laptop storage carts are warranted for five years from any defects in design, workmanship, assembly or material.

## Learniture Science Furniture

### LIMITED LIFETIME WARRANTY

All Learniture science furniture is warranted from any defects in design, workmanship, assembly or material.

## Learniture Cafeteria Furniture

### 15-YEAR LIMITED WARRANTY

All Learniture cafeteria furniture is warranted for 15 years from any defects in design, workmanship, assembly or material.

## Learniture Common Area Furniture

### FIVE-YEAR LIMITED WARRANTY

All Learniture common area furniture is warranted for five years from any defects in design, workmanship, assembly or material.

## Learniture Locker

### FIVE-YEAR LIMITED WARRANTY

All Learniture lockers are warranted for 5 years from any defects in design, workmanship, assembly or material.



**“Lifetime Folding Tables/ Chairs are warranted to the original purchaser to be free from defects in material or workmanship for a period of 1-YEAR, 2- YEAR, or 10-YEAR (depending on the model) from the date of original retail purchase. The word “defects” is defined as imperfections that impair the use of the product. Defects resulting from misuse, abuse or negligence will void this warranty. This warranty does not cover defects due to alteration or accident. This warranty does not cover damage caused by vandalism, rusting, “acts of nature” or any other event beyond the control of the manufacturer.”**



TIPS RFP 170302

Classroom Furniture, Seating, Risers, Lockers and School Related Items

April 11th, 2017

To Whom It May Concern,

### **Limited Lifetime Warranty**

Luxor products are covered by a manufacturer's Limited\* Warranty against defects and workmanship. Any product that is defective in either materials or workmanship will be repaired or replaced at the manufacturer's discretion. This warranty does not cover damage in transit or any modification to the product by the customer. This warranty is for the life of the product provided the product is used for its intended purpose and used with weight loads not exceeding those recommended.

\* Since rental applications do not fall under the category of normal usage, Luxor will be unable to provide the Lifetime Warranty on units used for rental applications. We will, however, make parts and/or entire units available at a special purchase price upon request.

\* All Whiteboards are covered by a 10-year warranty.

\* Limitations may apply depending on the model purchased. Inquire with your sales representative for details.

Sincerely,

A handwritten signature in black ink that reads "M. Eden".

Marie Eden  
Inside Sales Manager



## **Limited Warranty**

### **General Products**

Marsh Industries, Inc. warrants its products to be free of defects in material and workmanship for a period of 90 days from the date of shipment or original installation. Products found to be defective in material or workmanship within this period of time will be replaced.

The defective product must be returned by the customer, prepaid, to Marsh Industries, Inc., 2301 East High Ave., New Philadelphia, Ohio, 44663-5100, (330.308.8667) for examination. Marsh Industries, Inc.'s liability arising out of its defective products is limited to replacing, without charge to customer, (F.O.B. destination), products proved defective.

This warranty applies only to the original installation of the product. There are no warranties that extend beyond the description on the face hereof. Any implied warranty of merchantability or fitness for a particular purpose shall be limited to 90 days from date of shipment or original installation. Marsh Industries, Inc. shall not be liable for incidental or consequential damages such as loss of use, inconvenience or delay.



## **Limited Warranty**

### **Porcelain Steel Writing Surfaces**

Marsh Industries, Inc. warrants, for a period of fifty (50) years, its Porcelain Steel writing surface to be free of defects in material and workmanship. Should the Porcelain Steel writing surface, under normal use and maintenance, not retain the original writing and erasing qualities during this period of time, it will be replaced. Marsh Industries, Inc.'s obligation under this warranty is limited only to furnishing without charge to customer (F.O.B. destination), new parts or panels for those shown to be defective.

The defective product must be returned by the customer, prepaid, to: Marsh Industries, Inc., 2301 East High Ave., New Philadelphia, Ohio, 44663-5100, (330.308.8667) for examination. Marsh Industries, Inc.'s warranty does not include labor or other charges incidental to their removal or reinstallation of said defective parts or panels. This warranty does not cover replacement required due to customer misuse or abuse.

There are no warranties that extend beyond the description on the face hereof. Any implied warranty of merchantability or fitness for a particular purpose shall be limited to 90 days from date of shipment or original installation. Marsh Industries, Inc. shall not be liable for incidental or consequential damages such as loss of use, inconvenience or delay.

# MARVEL®

## *The Marvel Group®, Inc. Warranty*

*Marvel® warrants its products to the original purchaser to be free from defects in material and workmanship for as long as the original purchaser owns the product, except as provided below. Components and parts deemed as high wear including: casters, pneumatic cylinders, stacking chairs, and task lights are warranted for five years from the date of sale. Fabrics are warranted for five years. Electronic Adjustable Table electric components and motors are limited to 5 years, under normal operating conditions, subject to inspection and determination of the manufacturer. Seating control mechanisms and keyboard arms are warranted for ten years from the date of original sale. Warranty periods for seating that exceeds eight hours per day usage (single shift) is reduced in a pro-rata basis.*

*This warranty excludes products that were not installed or used in accordance with product instructions and warnings. Product adaptations, customizations or modifications not explicitly approved by Marvel® do not qualify for this warranty. The obligations of Marvel® are limited to repair or replacement at the sole option of Marvel®. Marvel®, in no event, will be responsible for incidental or consequential damages arising out of a claim for defective or damaged product.*



## LIMITED LIFETIME WARRANTY

Mayline® promises to repair or replace any Mayline brand product or component that is defective in material or workmanship for as long as the original purchaser owns it. This is the sole and exclusive remedy. This warranty is subject to limitations, exclusions and other provisions as detailed below.

### Limitations involving materials and components:

The materials and components listed below are covered according to the following schedule from the date of sale:

- **Ten Years:** Seating controls, cylinders and wood seating components.
- **Five Years:** All e5 product line, all fabric and leather seating upholstery, seating foam, seating armrests, chrome seating components, veneer finishes, and any shelving, cabinets or mobile systems and components that are either moving parts or controls and guides that are in contact with moving parts.
- **Three Years:** 4-Post wire shelving and wire components, electrical components and casters.
- **ML-Series, E-Series, LT-Series and RGE-Series Height-Adjustable Tables:**
  - 5 Years on motor; 10 Years on all parts.
- **XR-Series Height-Adjustable Tables:** 7 Years on motor; 10 Years on all parts.

### Exclusions:

This warranty does not apply to the following:

- Normal wear and tear from standard use over the course of ownership.
- Damage caused by the carrier in-transit, which will be handled under Mayline's Freight Damage policy.
- Modifications or attachments to the product that are not approved by Mayline.
- Products that were not installed, used or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.
- COM fabric is not covered under this warranty.
- Abuse, misuse of product, or accidents.

### Seating Usage:

Normal commercial usage for seating is to be defined as the equivalent of a single shift within a 40-hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner (excluding model 2424AG which is warranted for multiple shifts).

### The Event Series:

Mayline will warrant the materials and components of The Event Series products for a period of five years. This warranty does not apply to normal wear and tear, damage caused by the carrier in-transit, modifications or attachments to the product or where the product is not installed properly. This product must be used or maintained in accordance to the instructions. See specific product labels for maximum weight load capacities. These limits are based on the weight being evenly distributed, allowing for ¼" deflection. This warranty does not cover any products used for rental purposes.

Note: Some natural variations occurring in wood or leather materials are inherent in their character and cannot be avoided. Mayline does not warrant the color-fastness or matching of colors, grains or textures of such materials.

**TO THE EXTENT ALLOWED BY LAW, MAYLINE MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED. MAYLINE WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

Effective January 1, 2015 (updated August 2016)

# Silver Street Incorporated

## FIVE YEAR GUARANTEE & LIMITED WARRANTY

elements by mediatechnologies® - Casegoods

All standard elements by mediatechnologies® Casegoods manufactured by Silver Street Incorporated carry a five (5) year Guarantee and Limited Warranty to the original owner against defective material and workmanship. elements by mediatechnologies® laminated surfaces carry a fifteen (15) year Limited Warranty against delaminating.

Silver Street Incorporated does not warranty any product or hardware which has been installed incorrectly, exposed to high humidity, moisture and extreme temperatures for long periods, excessive loads, misuse, abuse or was not manufactured by Silver Street Incorporated.

Silver Street Incorporated will repair or replace, at our discretion, any defective item without cost to our customer. This is customer's sole and exclusive remedy against us. No delay in shipment or delivery shall give rise to any liability for damages whatsoever. We are not liable for defects caused by customer or any third party. Customer is not authorized to make any repairs whatsoever or to deduct any amount from the purchase price.

In no event shall our liability under this warranty exceed the purchase price. In no event shall we be liable for incidental, special or consequential damages. We disclaim all other warranties, express or implied, as to any matter whatsoever, including without limitation, quality, design, performance, specifications, samples, condition, merchantability and fitness for any particular purpose. No action may be commenced for breach of this warranty more than six months after the cause of action accrues and any such action may only be brought in the county of Oceana, State of Michigan.

elements by mediatechnologies® is a registered trademark of Silver Street, Inc.

Silver Street Incorporated  
892 Industrial Park Drive, Shelby, MI 49455-0159  
USA



# WARRANTY

All standard products manufactured by Silver Street Incorporated, home of **mediatechnologies®**, unless otherwise covered by a product specific guarantee and or warranty, are guaranteed against defective material and workmanship for a period of five (5) years from the date of purchase.

Silver Street Incorporated does not warranty any product or hardware which has been installed incorrectly, exposed to high humidity, moisture and extreme temperatures for long periods, excessive loads, misuse, abuse or was not manufactured by Silver Street Incorporated.

We will repair or replace, at our discretion, any defective item without cost to our customer. This is customer's sole and exclusive remedy against us. No delay in shipment or delivery shall give rise to any liability for damages whatsoever. We are not liable for defects caused by customer or any third party. Customer is not authorized to make any repairs whatsoever or to deduct any amount from the purchase price.

In no event shall our liability under this warranty exceed the purchase price. In no event shall we be liable for incidental, special or consequential damages. We disclaim all other warranties, express or implied, as to any matter whatsoever, including without limitation, quality, design, performance, specifications, samples, condition, merchantability and fitness for any particular purpose. No action may be commenced for breach of this warranty more than six months after the cause of action accrues and any such action may only be brought in the county of Oceana, State of Michigan.

# Silver Street, Incorporated

## PRODUCT WARRANTY Steel Framed Tables

All standard steel framed tables manufactured by Silver Street, Incorporated, are guaranteed against defects for a period of 10 (ten) years from the date of purchase.

We will repair, replace or credited up to the invoice purchase price of the product, in our discretion, any defective item without cost to our customer. This is customer's sole and exclusive remedy against us. No delay in shipment or delivery shall give rise to any liability for damages whatsoever. We are not liable for defects caused by customer or any third party. Customer is not authorized to make any repairs whatsoever or to deduct any amount from the purchase price.

In no event shall our liability under this warranty exceed the purchase price. In no event shall we be liable for incidental, special or consequential damages. We disclaim all other warranties, express or implied, as to any matter whatsoever, including without limitation, quality, design, performance, specifications, samples, condition, merchantability and fitness for any particular purpose. No action may be commenced for breach of this warranty more than six months after the cause of action accrues and any such action may only be brought in the county of Oceana, State of Michigan.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER EXPRESSED OR IMPLIED WARRANTIES, INCLUDING ANY ORDINARY OR PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Silver Street, Incorporated  
892 Industrial Park Drive, Shelby, MI 49455-0159  
USA

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## LIMITED WARRANTY

Midwest Folding Products (MFP) warrants to the original purchaser of the product that the product is free from defects in material and workmanship for the following period of time:

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### FOLDING TABLES

Hexalite® ABS Plastic Folding Tables	10 Years
EF, E and EP Series Plywood Core Tables	10 Years
F Series Folding Tables	3 Years
Xfold, Tri-Height Cocktail and Mobile Buffet Tables	3 Years

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### CADDIES

UpperZone® Table & Chair Trucks	5 Years
Standard & Heavy Duty Table Caddies	5 Years
Standard Chair Caddies	5 Years
Platform and Riser Caddies	5 Years

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### STAGES & RISERS

TransFold® Stages and Seated Risers	15 Years
80 Series Choral Standing Risers	15 Years
Transfold® Choral Risers	10 Years
Mobile Stages	10 Years
Skirting, Drapes, Clips and Hook & Loop Tape	1 Year
Accessories, Steps, Guardrails	1 Year

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### MUSIC STANDS

All Stands	5 Years
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This warranty is extended for the period of time after the date of purchase by the original purchaser and is extended only to the original purchaser of the product and may be enforced only by such purchaser. This warranty is not transferable and expires if the product is resold or otherwise transferred.

This warranty does not apply to any product which

has been altered by anyone other than an MFP representative or has been damaged due to accident, abuse, misuse, misapplication, modification, alteration or improper installation, set-up, care, maintenance or repair. MFP does not warrant any products, components or parts which are not manufactured by MFP.

MFP will, at its option, repair or replace, free of

charge, the product covered by this warranty, or a portion of the product, that is found to be defective in material or workmanship during the warranty period. To make a claim under this warranty, the original purchaser shall provide proof of the date of purchase and notice of the alleged defect to:

Midwest Folding Products  
Customer Service Department  
4726 W. 147th Street  
Midlothian, IL 60445

Any repair or replacement under this warranty shall not extend the warranty period. The foregoing shall constitute the exclusive remedy of the purchaser and the exclusive liability of MFP.

The above warranty is exclusive and in lieu of all other express warranties whether oral or written, expressed or implied. No warranty of merchantability or fitness for a particular purpose shall apply.

MFP shall not, under any circumstances or under any legal theory, be liable to the purchaser or any other person for special, incidental or consequential damages of any nature including without limitation damages to, or loss of use of property, damages for loss of profits or revenues or any other damages arising from the original purchase. MFP's liability will in no event exceed the purchase price of the product.

No agent, employee or representative of MFP nor any dealer or other person is authorized to modify this warranty in any respect. The infelicity of all or a part of any of the provisions of this Limited Warranty shall not affect or invalidate any other provision of this Limited Warranty.

## Manufacturer's Warranty



**National Public Seating®** offers the original user a warranty against all manufacturing defects in material and workmanship from date of purchase for ten years\*. If defective, NPS will, at its option, repair or replace the defective product. This warranty does not apply to damage resulting from misuse, abuse or neglect. Authorization for return and / or repairs is required by contacting your dealer. This warranty gives you specific rights, and you may also have other rights which vary by state.

Orders are accepted under the express agreement that under no circumstances will seller be liable for any incidental or consequential damages, or for any other loss, damage or expense of any kind, including loss of profits, arising in connection with the order or with the use or inability to use seller's products furnished under the order. Seller's maximum liability shall not exceed and buyer's remedy is limited to either (i) repair or replacement of the defective part or product, or at seller's option (ii) return of the product and refund of the purchase price. Such remedy shall be the buyer's entire and exclusive remedy.

\*Fifteen years on Mobile Cafeteria Tables

\*One year for Commercialine



## Norwood Carts Limited Lifetime Warranty

*Norwood Carts are warranted from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at **1.800.260.2776**



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places to learn.*



## Norwood Chair and Table Dolly Limited Warranty

*Norwood Chair & Table Dollies are warranted for 10 years from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at **1.800.260.2776**



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## Norwood Chair and Stool Limited Warranty

*Norwood Chairs and Stools are warranted from any defects in design, workmanship, assembly or material;*

- *Folding chairs, Folding Tablet arm chairs/desks, 10 years*
- *Gas-lift office, executive, task chairs and drafting stools, 5 years*
- *Café/Lunch, Stacking chairs and non-plastic top stools, 5 years*
- *Guest and waiting room chairs, 5 years*
- *Plastic Stack stools, 2 years*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*



## Norwood Classroom Organization Limited Warranty

*Norwood Classroom Organization products are warranted for 5 years from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



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## Norwood Dry Erase and Bulletin Board Limited Warranty

*Norwood Dry Erase and Bulletin Boards are warranted from any defects in design, workmanship, assembly or material;*

- *Porcelain & Glass boards, Lifetime*
- *Melamine boards, 10 years*
- *Bulletin Boards, Cork Boards & Tack boards, 15 years*
- *Display Easels, 10 years*
- *Indoor/Outdoor enclosed boards, 5 years*
- *Cork roll, 3 years*
- *Lapboards, 2 years*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

## Norwood Office/Media Furniture Limited Warranty

*Norwood Office/Media Furniture is warranted from any defects in design, workmanship, assembly or material;*

- *Metal desks, Lifetime warranty*
- *Lecterns and Podiums 10 years*
- *Laminate desks, Office sets, Credenza and Hutches, Bookcases, File & Storage Cabinets, Study Carrels, Conference Tables and Office Sets 5 years*
- *Steel Book Carts and Storage Cabinets 5 years*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at **1.800.260.2776**



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## Norwood Outdoor Furniture/Park Equipment Limited Warranty

*Norwood Outdoor Furniture/Park Equipment is warranted from any defects in design, workmanship, assembly or material;*

- *Molded, non-HDPE trash cans and receptacles, Lifetime*
- *Picnic tables and benches, 5 years*
- *Bike Racks, Trash cans and recycle receptacles, 3 years*
- *Outdoor Message Boards, 3 years*
- *Blow Molded tables for, 2 years*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



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**Norwood Portable Room Dividers  
Limited Warranty**

*Norwood Portable room dividers and partitions and displays are warranted for 3 years from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at **1.800.260.2776**



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## Norwood Stages & Risers Limited Warranty

*Norwood Stage, risers and accessories are warranted for 10 years from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



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## Norwood Folding Table Limited Warranty

*Norwood Tables are warranted for 10 years from any defects in design, workmanship, assembly or material.*

*While under warranty, School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at **1.800.260.2776**



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## Sprogs Cots & Rest Mats Limited Warranty

*Sprogs Cots are warranted from any defects in design, workmanship, assembly or material for 20 years, Rest mats 2 years, 1 year Cot Sheets and Blankets.*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



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**PRODUCT WARRANTY**

Thank you for choosing Office Star Products. You have made an investment in lasting quality, comfort and innovation that will bring years of enjoyment. Please read the terms of the Limited Warranty Coverage for your product Brand carefully. Retain your proof of purchase and this printed warranty to substantiate a claim in the event warranty service is required.

Below are the available Office Star Product Brands which, when clicked, will provide you the Product Brand Warranty Information Document. Please use this as a guide to determine product warranty and applicability.



**TO MAKE A WARRANTY CLAIM**

Contact our Parts Department via e-mail at [parts@officestar.net](mailto:parts@officestar.net), by Fax at 1-909-930-5629, or by Phone via our toll free parts number 1-800-950-7262, Monday through Friday 8:00 a.m. - 5:00 p.m. Pacific Time.





### OFM, LLC Limited Lifetime Warranty

OFM hereby warrants that the products distributed by it shall be free of all defects in original material and workmanship for the life of the product under normal use. OFM will repair or replace, at our option any product or component that is defective in material or workmanship. This warranty only applies to products purchased directly from an authorized OFM dealer, and is valid for the original purchaser only.

#### Exclusions

Exclusions to the Warranty are as follows:

- Normal wear and tear, which are to be expected over the course of ownership
- Damage resulting from shipment, which will be handled under separate terms
- Damage resulting from storage, alteration, unauthorized repair, infestation, misuse, abuse, accident, acts of God, natural causes, and/or exceeding listed capacities
- Products used for rental purposes
- Failure to provide reasonable and necessary maintenance (as prescribed in the product instructions)
- Transportation and labor costs associated with warranty replacements

#### Seating

All seating is covered under warranty for the life of the product under normal use. Limitations involving materials and components are:

- 2 years all fabric and upholstery materials
- 7 years gas lifts
- COM Fabric is not covered under this warranty

**Normal Commercial Usage for Seating is defined as 8 hours a day, 5 days a week with a weight capacity not to exceed 250 lbs.**

The models listed below are rated for a 300 lb., 350 lb., 400 lb. and 500 lb. weight capacity and are warranted under the standard Normal Commercial Usage for Seating:

##### 300 lbs

Model ORO300

##### 350 lbs

Model ORO100

##### 400 lbs

Model ORO200

Model 407 and 407-VAM

Model 409 and 409-VAM

Model 700

Model 710

Model 711

Model 800-L

Model 841

##### 500 lbs

1006 and 1007 All Versions

Model 300-XL

Model 300-XL-VAM

Model 810-LX

Model 811-LX

Model 821

Model 822

Model 831

Model 832

**OFM offers many models covered under warranty for a 24-Hour a day, 7 days a week usage. All standard seating limitations listed above still apply to this category of seating.**

The models listed below are rated for a 250 lb. & 400 lb. weight capacity with 24-Hour a day use:

##### 250 lbs

Model 241

Model 241-VAM

##### 400 lbs

Model 247

Model 247-VAM

#### Tables and Desks

All tables and desks are covered under OFM's Limited Lifetime Warranty. Limitations involving materials and components are as follows:

- 5 years tops
- 10 years frames

#### Pedestals

All pedestals are covered under OFM's Limited Lifetime Warranty.

Limitations involving materials and components are as follows:

10 years full suspension glides

**RiZe Panel System**

All panels and corner posts are covered under OFM's Limited Lifetime Warranty. Limitations involving materials and components are as follows:

- 10 years frames and frame welds
- 5 years vinyl and fabric panels under normal use

**X5 and X5 Lite Shelving System**

Normal usage for all X5 and X5 Lite Shelving Systems is defined as not over-exceeding the weight capacity per shelf (X5: 800 lbs. per shelf, X5 Lite: 300 lbs. per shelf, evenly distributed) along with using the system on no or low pile carpet to prevent any unbalanced track issues.

All X5 and X5 Lite components are covered under OFM's Limited Lifetime Warranty under normal use as defined above.

\*Maintenance: check for loose screws every 6 months and tighten.

To the extent allowed by law, OFM makes no other warranty, either expressed or implied. OFM will not be liable for any consequential or incidental damages.

## Warranty

PALMER HAMILTON, LLC warrants that its products shall be free from defects in original material and workmanship for the period listed below from the original shipment date or substantial completion date. This warranty shall not apply to normal wear and tear. In the event products are damaged as a result of misuse, abuse, vandalism, neglect, accident, improper application, and modification or repair by persons not authorized by PALMER HAMILTON, the company reserves the right to render any warranties null and void. The company will, at its discretion, repair or replace any defects. Any repair or replacement must be approved in advance by the factory before any action is taken. There are no implied warranties of fitness or merchantability, and there are no other express warranties beyond the warranties expressed here.

Product Name / Family	Warranty (In years) (also see limitations and exclusions page)
<b>Mobile, Covey - Cluster Seating &amp; Accessories</b>	
Mobile Folding Tables, Wall Pocket Systems, T-Rex by Nomad	15 <sup>A</sup>
Recycle & Trash Receptacles, Condiment Centers, Covey – Cluster Seating	5 <sup>B</sup>
<b>Palmer Hamilton Design</b>	
Cabinetry, Planters, & Crowd Control Products	5 <sup>C</sup>
Art & Décor Products	5 <sup>C</sup>
<b>Nomad Tables</b>	
Aero, Alloy, Story, Sync	5
Parx	1
Re-Load - charging hub, charger and battery.	1 <sup>D</sup>
- table surface, frame and base.	5 <sup>D</sup>
<b>Nomad Seating</b>	
Chariot - Booths, Settees & GoPanels	5
Buddy Bench	5 <sup>B</sup>
Encore, Cosmo - Chairs	5
Hive, Daisy - Collaborative Lounge	5 also see Hive Pricer for details
Filo, Kendo, Tiki - Chairs	2
Kurpie - Chairs	1
Spree - Chairs	5
TimberRidge - Chairs	1
All other metal frame stack chairs	2
<b>Other</b>	
Carts, Booth Movers, Essay	5
Booth Movers	2
Essay – Library Shelving and Circulation	15
Desks	5

**Note:** For <sup>A,B,C,D</sup> and other details, see limitations and exclusions page as it is an integral part of our Warranty Policy.

## Warranty Terms, Conditions, Limitations and Exclusions

### General Exclusions/Limitations:

- Any frame leg and/or foot glide, bumper, threaded leveling glide, or endcap contained on or within any of Palmer Hamilton's products sold (Including Nomad) is considered a normal wear and tear item and not subject to warranties specified in table on page 1, whether or not footnoted in table. This includes, but is not exclusive to, any mobile products, chair or stool model NOMAD products, or any HIVE or DAISY collaborative furniture.
- Customer warrants that Palmer Hamilton products are suitable for use in their environment and this warranty does not cover any additional claims resulting in indirect, consequential, or accidental damages to their environment.
- Warranty periods for products are valid for an intended use environment based on an 8 hour per day, 40 hour per week.

### Mobile & Accessories:

- <sup>A</sup> T-Rex – 60"round single flip top table is warrantied for 5 years.
- <sup>B</sup> Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.

### Palmer Hamilton Design:

- <sup>C</sup> Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.

### Nomad Tables:

- **Alloy** – Cast bases and columns are warrantied for 5 years. Indoor particleboard and MDF core tops have a 5 year warranty. Indoor/outdoor composite tops have a 3 year limited warranty.
- <sup>D</sup> **Reload** – See Re-Load Operations Manual for details.

### Nomad Seating:

- **Chariot Booth** – Frame and fiberglass units are warrantied for 5 years. For fabric upholstered seats or seat backs, only the warranty offered by the original fabric manufacturer applies. COM or COL fabrics supplied by the customer are not warrantied by Palmer Hamilton.
- **Encore and Cosmo Chairs** – 5 year structural warranty. For upholstered seats or seat backs, only the warranty offered by the original fabric manufacturer applies. Does not include wear items (glides, finishes and upholstery).
- **Spree Chairs** – Upholstery treatments and fabrics are subject to warranties offered by the respective fabric manufacturer.
- **Daisy** - Frame and structure are warrantied for 5 years. For upholstered fabrics, only the warranty offered by the original fabric manufacturer applies. COM or COL fabrics supplied by the customer are not warrantied by Palmer Hamilton.
- **Hive** – Because of the extremely custom nature of this product line, please see the Hive Pricer for coverage limits and exclusions.

### Other:

- **Carts** – Warranty is 5 years for structure and workmanship and 1 year for casters. Carts include the Reload Battery cart, Sync table cart, Aero table cart, Parx table cart, Kendo chair cart, Filo chair cart, and Encore chair cart.
- **Booth Movers** – Warranty is 2 years. Product is used for fixed frame Chariot booths.
- **Essay** – This warranty does not cover ordinary wear and tear or problems caused by abusive or abnormal use, modification or alteration, improper assembly/installation, failures resulting from inadequate inspection and maintenance, accident, vandalism, or freights damage. Any incidental or consequential damages, including but not limited to business losses, personal property damage and third party liabilities are hereby expressly excluded.

**All warranty terms, conditions, limitations and exclusions are subject to change without notice.**



Jay L. Krause, National Contracts Manager

2224 E Randol Mill Rd  
Arlington, TX 76011  
800.824.6494

## **WARRANTY**

**Paragon Furniture, LP., provides a lifetime structural warranty against product defects in materials, construction, or workmanship.**

**Paragon Furniture, LP., reserves the right to repair or replace at original invoice value, any part or product said to be defective.**

**This warranty, whether expressed or implied, does not cover normal wear, abuse, improper installation, accidents, or freight damage.**

**Work surfaces, moving/wearing parts, and finishes are guaranteed for five years.**

**This warranty is nontransferable and applies only to the original purchaser.**

**No other warranty is express or implied.**

# MADE IN THE U.S.A.



POPULAS PRODUCTS ARE PROUDLY BUILT IN THE NORTHWEST UNITED STATES. CUSTOMER SERVICE STAFF ALL LIVE HERE, TOO.



WE STAND BY OUR PRODUCTS.  
IF YOU NEED US, WE'RE HERE.  
1.800.957.2720

or email  
[customerservice@populasfurniture.com](mailto:customerservice@populasfurniture.com)

## LIFETIME WARRANTY

At POPULAS we love making high quality furniture for our customers. All of our environmentally-friendly manufacturing processes happen in the United States, and our products are built with durable US made steel, aluminum and wood products. To back up our pledge of quality, we offer a Lifetime Warranty on many of our products.

The POPULAS Furniture Lifetime Warranty covers defects in materials and workmanship in selected products that are sold to POPULAS Furniture customers. The warranty period lasts for the lifetime of the product after receipt. We will repair or replace any product component or product that is deemed to be defective by a POPULAS representative.

### Lifetime Warranty does not cover:

Damage to any product caused by improper use, application or installation; changes in the look of any finish over time due to normal aging; damage to any finish caused by improper cleaning, maintenance or exposure to corrosive elements; normal wear and tear, which includes scuffs and areas of heavy wear; incidental or consequential damages, including labor to replace parts or products, repair of hydraulic hoses or recharge of hydraulic fluid for the Accella™ and Infinity™ series products.

### Products not covered by the Lifetime Warranty:

- Motorized and electrical components included in the Vox™, Infinity™ and Approach™ brand of products are covered by a Five (5) Year Limited Warranty.
- The gas piston included in the GPP models is covered by a Five (5) Year Limited Warranty.





## Regency, Inc. Limited Warranty

Regency products are warranted against manufacturers defect in material and workmanship for the usable life of the product for the original owner, as defined as follows:

One year -- RTA home office products, Flip Flop home office products, Chloe tables

Two years – gas cylinders, control mechanisms, upholstery and foam

Five years – “Accessories,” chair bases, metal and wood chair frames, casters, glides, any and all wood or polymer based components

Ten years – All laminate, wood or veneer casegoods, metal desk pedestals, metal shelving units, metal table legs and bases, and carts

### To Obtain Service Under the Warranty

Should any component be found to be defective, the customer should contact the dealer that originally sold them the product. The dealer will gather information on the product, including the product number or name, nature of the defect, original sale date, and conditions product is being used, along with the defective product or part. The dealer will provide this information to Regency, Inc’s customer service department along with their proof of purchase, who will determine whether a replacement part or product is to be provided free of charge under warranty. The dealer will return the defective part or product freight prepaid to Regency, Inc. Upon receipt of the defective part or product, a replacement will be sent to the dealer.

Failure to provide the requested information – including proof of purchase – or to return the defective part will result in the request for a warranty part or product to be rejected.

### Exclusions

This warranty does not apply to the following:

- Normal “wear and tear”, which are to be expected over the course of ownership
- Seating products used for more than 8 hours in a given day or 40 hours in a given week
- Seating products used by persons weighing over the maximum capacity of 250 lbs. with the exception of the 4400 Zeng stack chair tested to 400 lbs., the 1106 Crusoe BT tested to 500 lbs., the Goliath 1100 tested to 350 lbs. and the 2900 Curve tested to 200 lbs.
- Products used for rental purposes
- Damaged caused by the carrier in transit (which should be handled per the receiving instructions below) or damage caused during installation or assembly
- Failures due the negligence of the customer to properly assemble or regularly maintain (including but not limited to cleaning, lubricating, tightening all screws, bolts and cams every 3-6 months) their product.

- Variations in leather and wood finishes which are to be expected due to their nature as natural materials.
- Products which have been altered, are missing components, or have been assembled in a manor inconsistent with the manufacturer-provided assembly instructions.
- Tufted buttons on any products.

The warranty applies only to products. Regency Inc. is in no way responsible for loss, inconvenience, or other damages or expenses resulting from a product defect. This warranty is valid in the USA only.

**Effective Dates**

The above warranty is effective for any products sold on or after January 1, 2015. The terms of this warranty may be altered at a future date by the manufacturer, upon notification of the manufacturer's authorized re-sellers.





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## WARRANTY

Our warranty is a way of pledging excellence in the quality of our products. It is a way of protecting our customer's investments and continuing product improvement. Mostly, our warranty is a way of extending our dedication to our customers.

### LIMITED LIFETIME WARRANTY

Safco warranty obligation: We pledge to repair or replace, at Safco's option, any Safco product or component that is defective in material or workmanship for as long as you, the original purchaser, own it. This warranty is subject to the provisions below.

### LIABILITY LIMITATIONS

The following listed parts, components and supplies are covered under warranty in accordance with the below schedule following the product purchase date.

- **One Year:** Mogo Seat
- **Ten Years:** Seating controls and cylinders, Rumba™, Cha-Cha™, Tango™ and Electric Height-Adjustable Table Series laminates. AlphaBetter® Phenolic and Kydex® tops.
- **Five Years:** Glides, casters and polymer-based components, user-adjustable work surface mechanisms, seating upholstery fabrics, foam, laminates, veneer finishes and other covering materials, drawer glides, controls and guides that are in contact with moving parts, AlphaBetter® patented Pendulum™ Swinging Footrest Bar and electrical components.
- **Three Years:** Outdoor Products (Entourage™, Evos™, Canmeleon™, Cogo™).

### WARRANTY SUBJECT TO EXCLUSIONS

Exclusions pertaining to this warranty are as follows but are not limited to:

- Product or product components utilized with the intent to rent or lease.
- Freight damages: Safco is not liable for any product damages sustained during shipping or handling operations. Safco provides specific policies and requirements regarding shipping and handling, and reserves the right to review and address product distribution matters separately.
- Normal wear and tear.
- Product negligence: A product is not considered defective upon improper installation, or misuse of the product or its components.
- Alterations or attachments to the product that were not approved by Safco.
- All COM fabric is not covered under this warranty.
- All corrugated products or components.
- Use of non-multiple shift products for multiple shifts.
- Products used for rental purposes.

Safco's warranty obligation is limited to normal use upon receipt of our products. Normal commercial usage for seating is defined as the equivalent of a single shift, forty (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a prorata manner.

Models warranted for multiple shifts:

- Task Master® Industrial Series
- Soft Tough™ Series
- WorkFit™ Polyurethane Series
- Uber™ Series (500 lbs.)
- Alday™ Intensive-Use (500 lbs.)
- Vue™ Intensive-Use (500 lbs.)

## **WARRANTY PROCEDURES**

Please follow the warranty procedures described below to ensure apt and responsive service.

1. Once a defect has been discovered, the original purchaser must contact Safco immediately (within 30 days of defect detection), in writing, with the serial number(s) (if applicable), date code and model number from the product(s) in question.
2. Upon inspection of the product(s), Safco will collect all relevant information necessary for review of the request.
3. Product replacement, replacement parts and repairs will be authorized by a Customer Care representative if acknowledged to be necessary under product warranty eligibility conditions.

## **SPECIFIC LIMITATIONS REGARDING COLOR VARIATIONS, FABRICS AND FINISHES**

Natural products have varying grains and colors. Due to such natural variations occurring in materials such as wood and leather, these characteristics are not considered defects. Safco does not warrant the color-fastness or matching of colors, grains or textures of such materials. Materials supplied, selected or provided by the customer (COM) are not warranted.

Buyer is responsible for freight to and from factory on all warranty claims. Any description of the goods sold hereunder, including any reference to Buyer's specifications and any description in catalogs, circulars and other written material published by Safco is for the sole purpose of identifying goods and shall not create an express or implied warranty that the goods shall conform to such description.

*There are no other warranties, and Safco disclaims all implied warranties including warranties of merchantability, fitness for a particular purpose and freedom from patent infringement. No agent, employee or representative of Safco has any authority to bind Safco to any affirmation, representation or warranty except as stated herein.*

*Safco shall have no liability for indirect, incidental, consequential or special damages of any kind. These limitations are agreed allocations of risk. Under no circumstances shall Safco's liability with regard to the sale or use of the products exceed the purchase price paid by the buyer for the products. Terms and conditions of this warranty are subject to change without notice.*



*Innovative Distributor & Marketer of Office Products & Furniture*

## **BUDDY PRODUCTS WARRANTY**

**BUDDY PRODUCTS HAS A TWO YEAR LIMITED WARRANTY AGAINST  
DEFECTS IN MATERIALS AND WORKMANSHIP FOR ALL PRODUCTS**

**BOOK TRUCKS HAVE A 2 YEAR LIMITED WARRANTY ON DEFECT AND  
WORKMANSHIP**

**CASTERS CARRY A 1 YEAR WARRANTY ON DEFECTS AND WORKMANSHIP.**

## **RETURN GOODS POLICY**

**RETURN AUTHORIZATIONS WILL NOT BE ISSUED FOR PRODUCT PURCHASED MORE THAN 120 DAYS  
FROM SHIP DATE. MERCHANDISE MUST BE IN ORIGINAL SHIPPING CARTONS WITH PROPER INNER  
PACKAGING. RETURN MERCHANDISE IS SUBJECT TO A 25% RESTOCKING CHARGE AND WILL BE  
INSPECTED AND MUST BE SHIPPED BACK TO BUDDY FREIGHT PREPAID. MERCHANDISE MADE TO  
SPECIAL SPECIFICATIONS ARE NOT RETURNABLE.**

# SANDUSKY LEE LIMITED WARRANTY

Sandusky Lee Corporation warrants the following are free of defects in materials and workmanship.

**5 Years Limited from the Date of Purchase:**

Elite Series, Transport, System Series, Stainless Steel, Modular Storage System, Pull Out Shelf Cabinet, Bookcases, Book Trucks, Cubby Organizers, Computer Cabinets, Tablet Security Cart, 600 & 800 Series Lateral Files, Vertical Files, Steel Desks, Wall Cabinets

**1 Year Limited from the Date of Purchase:**

Classic Series, Value Line, Lockers, Wall Mount Laptop Cabinet, Carts & Stands, 400 Series Lateral Files, Steel Shelving (Edsal)

**1 Year Limited**

ALL IMPORTED PRODUCTS

The SOLE AND EXCLUSIVE REMEDY for such defects is the repair or replacement of a defective cabinet or parts thereof by Sandusky Lee Corporation or, at Sandusky Lee Corporation option, refund of the purchase price upon return of the cabinet to Sandusky Cabinets, Inc.

This warranty shall not apply in the event the products are damaged as a result of misuse, neglect, accident, moisture, improper application, improper assembly, or assembly not in conformity with the instructions of Sandusky Lee Corporation failure to abide by safety precautions prescribed by Sandusky Lee Corporation or modification or repair by persons not authorized by Sandusky Lee Corporation.

**Sandusky Lee Corporation makes no express or implied warranties of any kind or nature except as expressly provided herein. There are no oral agreements or oral warranties collateral to or affecting this written warranty. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS ARE EXPRESSLY DISCLAIMED.**

**SANDUSKY LEE CORPORATION LIABILITY FOR ANY CLAIM HEREUNDER SHALL IN ALL EVENTS BE LIMITED TO AND NOT EXCEED THE PURCHASE PRICE OF THE PARTICULAR PRODUCT IN WHICH THE ALLEGED DEFECT OCCURRED. LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXPRESSLY DISCLAIMED.**

Buyer assumes all risk and liability resulting from the use of the Cabinets whether used singly or in combination with other goods.

UNLESS ANY PORTION OF THE ABOVE IS CONSIDERED UNENFORCEABLE OR UNLAWFUL UNDER APPLICABLE LAW, THIS LIMITED WARRANTY SHALL APPLY TO ANY AND ALL PURCHASERS AND/OR USERS OF THE ELITE, SYSTEMS, TRANSPORT, CLASSIC, AUDIO VIDEO AND COMPUTER CABINETS.



P. O. Box 125  
Millington, TN 38083  
(901) 872-0188  
Fax: (901) 873-1239



## LIMITED WARRANTY

Edsal Manufacturing Company, Inc. products are guaranteed for a period of one (1) year from the date of purchase. The **SOLE AND EXCLUSIVE REMEDY** for such defects is the repair or replacement of a defective product or parts thereof by Edsal Manufacturing Company, Inc. or, at Edsal Manufacturing Company, Inc. option, refund of the purchase price upon return of the item to Edsal Manufacturing Company, Inc..

This warranty shall not apply in the event the products are damaged as a result of misuse, neglect, accident, moisture, improper application, improper assembly, or assembly not in conformity with the instructions of Edsal Manufacturing Company, Inc., failure to abide by safety precautions prescribed by Edsal Manufacturing Company, Inc. or modification or repair by persons not authorized by Edsal Manufacturing Company, Inc..

**Edsal Manufacturing Company, Inc. makes no express or implied warranties of any kind or nature except as expressly provided herein. There are no oral agreements or oral warranties collateral to or affecting this written warranty. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS ARE EXPRESSLY DISCLAIMED.**

**EDSAL MANUFACTURING COMPANY, INC. LIABILITY FOR ANY CLAIM HEREUNDER SHALL IN ALL EVENTS BE LIMITED TO AND NOT EXCEED THE PURCHASE PRICE OF THE PARTICULAR PRODUCT IN WHICH THE ALLEGED DEFECT OCCURRED. LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXPRESSLY DISCLAIMED.**

Buyer assumes all risk and liability resulting from the use of the product whether used singly or in combination with other goods.

UNLESS ANY PORTION OF THE ABOVE IS CONSIDERED UNENFORCEABLE OR UNLAWFUL UNDER APPLICABLE LAW, THIS LIMITED WARRANTY SHALL APPLY TO ANY AND ALL PURCHASERS AND/OR USERS.



## Limited Lifetime Warranty

#1 Scholar Craft Pkwy, PO Box 170748, Birmingham, AL 35217

The warranty information below is effective on all Scholar Craft products for orders manufactured after June 1, 2016. For warranty information concerning orders placed prior to June 1, 2016, please refer to the warranty information contained in the published price list of the corresponding year. For additional information relating to warranty, please contact your Customer Service Representative.

### Effective June 1, 2016

**Scholar Craft warrants to the original purchaser that its products are free from defects in material and workmanship under normal classroom use for as long as the life of the product, except as set forth below.**

During the warranty period, Scholar Craft will replace, or at its option, repair locally, repair at its factory, any Scholar Craft brand product manufactured after June 1, 2016 that, upon inspection by Scholar Craft, is determined to be defective in material or workmanship.

**This warranty is subject to the following provisions:**

Some natural variations occurring in polypropylene material or other natural materials are inherent to their character and are not considered defects. Scholar Craft does not warrant the colorfastness or matching of colors, grains, or textures of these materials. Customer's Own Material (COM) selected by and used at the request of an original purchaser is not warranted.

Our products are intended for interior use — exterior use of them will void the warranty.

**The materials and components listed below are covered from the date of sale according to the following:**

Seating controls, glides, pneumatic cylinders, casters – 3 years.

### **This warranty does not apply to:**

- Normal wear and tear
- Damage from environmental factors
- Damage from sharp objects
- Damage from accident, alteration, misuse, or improper installation or maintenance
- Modifications or attachments to the product not approved by Scholar Craft
- Products used for rental purposes
- Damage caused by the carrier in-transit, which is handled under separate terms
- Third-party products – Scholar Craft, to the extent possible, will pass through to the original purchaser (and process claims under) any warranty provided by third-party products supplied to Scholar Craft.
- All warranty claims are to be made in writing by the original purchaser. The original purchaser may be required to produce the invoice or other evidence to establish that a claim is within the warranty period.

**To the extent allowed by law, Scholar Craft makes no other warranty, either expressed or implied, including any warranty or merchantability or fitness for a particular purpose. Scholar Craft is not liable for any consequential or incidental damages. This warranty contains the original purchaser's exclusive remedy.**

Your Scholar Craft Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your Scholar Craft Dealer.

# SCREENFLEX LIMITED WARRANTY

Thank you for your purchase of Screenflex Portable Partitions. We are confident that you will appreciate the fine quality and craftsmanship of our products. We at Screenflex stand behind the products we manufacture and provide you with a three year limited warranty. We appreciate your business and look forward to being of service to you in the future.

Please thoroughly inspect your partitions after opening the carton(s). If you have any questions or comments about the condition of the partitions, please call Customer Service at 800-553-0110.

Screenflex Portable Partitions Inc Warrants its product to the original purchaser to be free from defects in workmanship and material for three years from the date of delivery. This limited warranty does not cover misuse, abuse, improper storage or installation, neglect or damage beyond the control of Screenflex.

Screenflex's obligation under this warranty shall be limited to the repair or exchange of any part which proves defective under normal use and service. Screenflex makes no other warranty expressed or implied, as to any matter whatsoever, including the product's condition, its merchantability, or its fitness for any particular use or purpose. Under no circumstances shall Screenflex be liable for incidental or consequential damages. Screenflex reserves the right to modify design, specifications, and other materials without prior notice.

# SMITH CARREL, INC.

Call Toll Free 1-877-410-6994 or Fax 972-272-7208

## **TEN YEAR LIMITED WARRANTY - FURNITURE**

## **THREE YEAR LIMITED WARRANTY - ELECTRICAL COMPONENTS**

Smith Carrel, Inc. warrants its furniture to be free of all defects in material and workmanship that may arise within (10) years from the date of purchase. Three (3) year limited warranty on electrical components. This warranty does not cover defects caused by apparent misuse, abuse, or inadequate maintenance of the product. Smith Carrel, Inc. will repair or replace, at its option, any portion of the product that is found to be defective under the terms of this warranty without cost to the purchaser.

**THERE ARE NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY, AND THERE ARE NO OTHER EXPRESS WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE.**

All incidental or consequential damages which may arise, including but not limited to business loss, personal property damage, and third party liabilities are hereby expressly excluded.

Smith Carrel, Inc. will be liable under this warranty only for the cost of, or at its option, the repair or replacement of defective products.





**The**  
**Linenless**  
**Table Company**

## **Our Vision**

Good things come in 3's. And G's.  
**Goals. Guarantees. Growth.**

### **Goals**

Our objective is to consistently and methodically exceed our customer's expectations through high-quality design and superlative customer service. We live by researching anything relative to our vision and we tirelessly pursue knowledge of our markets and implement strategies that will make us #1 in every market segment. Through collective knowledge and individual proactive thinking, we experience first-hand what our customers really want. Everyone in our company compliments our vision of maintaining a patently successful business model.

### **Guarantees**

Our passion is innovative, sustainable design that our customers have come to expect from us. Whether it's our Swirl™ option or a customized project, we constantly improve all of our prototypes until every aspect of a design and every detail is just how we want it. Perfection in our products allows us to offer unmatched qualities and warranties. We are the only company with a Lifetime Guarantee because we develop the best tables on the market. Period. That's why most of our customers are repeat and referrals.

### **Growth**

After thirty years of business, Southern Aluminum has grown exponentially and, might we add, still growing. A continuing relationship with our customers keeps us motivated. Our customers are more than an order number; they are the reason we do what we do. Our obsession for quality, a passion for people, and attention to detail is what keeps our vision as fresh and invigorated as it was in the beginning. And this will always be what moves us forward.



## Sprogs Games, Toys & Puzzles Limited Warranty

*Sprogs Building, Sorting/Stacking & Dexterity Games, Toys & Puzzles are warranted from any defects in design, workmanship, assembly or material for 1 year.*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



**SCHOOL  
OUTFITTERS**

*Furnishing great  
places to learn™*



## Sprogs Preschool Furniture Limited Warranty

*Sprogs Wood Preschool Furniture is warranted from any defects in design, workmanship, assembly or material for 20 years, Preschool chairs 15 years, Activity tables 10 years.*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



**SCHOOL  
OUTFITTERS**

*Furnishing great  
pieces to learn:*



## Sprogs Soft Play Limited Warranty

*Sprogs Soft Play Climbers are warranted from any defects in design, workmanship, assembly or material for 20 years, Mats, Pillows and Seating 2 years.*

*While under warranty School Outfitters will repair or replace any defective part(s) to the original purchaser.*

*Warranty excludes misuse, abuse, accidental damage, normal wear and tear, as well as failure to provide reasonable maintenance.*

For more information please visit [www.schooloutfitters.com](http://www.schooloutfitters.com)  
or call us at 1.800.260.2776



**SCHOOL  
OUTFITTERS**

*Furnishing great  
pieces to learn™*



## I.D.SYSTEMS™ Warranty

*I.D.SYSTEMS™ furniture is warranted for a period of five (5) years from date of delivery to the original purchaser. Products are warranted to be manufactured free from defects in material and workmanship, absent any misuse or damage.*

*I.D.SYSTEMS™ shall promptly, at their option, repair or resupply a like quantity of non-defective product. Claims shall be verified in writing within 30 days of the date the defect is discovered.*

**I.D.SYSTEMS™**  
By Stevens Industries, Inc.  
704 West Main  
Teutopolis, IL 62467  
P: 800.350.3270

*Claims to be made through Dealer where product was purchased.*



## TOT MATE WARRANTY

*TOT MATE® furniture is warranted for a period of five (5) years from date of delivery to the original purchaser. Products are warranted to be manufactured free from defects in material and workmanship, absent any misuse or damage.*

*TOT MATE® shall promptly, at their option, repair or resupply a like quantity of non-defective product. Claims shall be verified in writing within 30 days of the date the defect is discovered.*

**TOT MATE®  
BY STEVENS INDUSTRIES, INC.  
704 WEST MAIN  
TEUTOPOLIS, IL 62467  
P: 800.350.3270**

*Claims to be made through Dealer where product was purchased.*



## LIMITED WARRANTIES

### Ten Years

- Upright Posts
- Post Caps
- Hardware

Materials and Workmanship

### Five Years

- Rotomolded Plastic Components
- Blowmolded Plastic Components
- Ground Mount Metal Parts

Materials and Workmanship

### One Year

- Moving Parts
- Freestanding and other components

Materials and Workmanship

All warranties specifically exclude damage caused by man-made or natural disasters, vandalism, negligence, improper installation or improper use, modification, changes in appearance resulting from weathering, scratches, dents, discoloration, normal wear and tear, or marring as a result of public or private use.

Claims are limited to replacement of equipment only and do not include any costs associated with labor, removal or installation of the original or replacement product.

Warranties are valid only if products are installed and maintained in accordance with UltraPlay installation instructions and use of approved parts.

To register your equipment and activate your warranty, please go to [www.ultraplay.com/productregistration](http://www.ultraplay.com/productregistration) within 30 days of delivery. This will allow UltraPlay to have a record of your purchase in case of warranty claims.

## WARRANTY DETAILS

UltraPlay warrants its products to be free from defects in materials and/or workmanship, subject to normal usage and installation, for a period of 1-year from the date of shipment to the original purchaser. In the event of a claim under this warranty, UltraPlay will replace the component at no cost within the first 12 months from date of shipment to the original customer. Equipment not specifically addressed in the following paragraphs is also subject to this limited 1 year warranty against defects in materials and/or workmanship.

### TEN-YEAR LIMITED WARRANTY ON UPRIGHT POSTS, CAPS, AND HARDWARE

UltraPlay provides a limited warranty on Discovery Centers metal upright posts, caps, and hardware to be free from defects in materials or workmanship against structural failure which causes the product to become unfit for its intended use, subject to normal usage and installation, for a period of 10 years from the date of shipment to the original customer.

### FIVE-YEAR LIMITED WARRANTY ON ROTOMOLDED AND BLOWMOLDED PLASTIC COMPONENTS

UltraPlay provides a limited warranty on rotomolded and blowmolded plastic components such as the following plastic parts: slides, climbers, roofs, panels. These components are warranted to be free from defects in materials or workmanship, subject to normal usage and installation, for a period of 5 years from the date of shipment to the original customer.

### FIVE-YEAR LIMITED WARRANTY ON GROUND-MOUNT METAL PARTS

UltraPlay Systems provides a limited warranty on metal footers, inground footers, surface mount plates, ground spikes, slide and climber mounting posts and plates to be free from defects in materials or workmanship against structural failure which causes the product to become unfit for its intended use, subject to normal usage and installation, for a period of 5 years from the date of shipment to the original customer.

### ONE-YEAR LIMITED WARRANTY ON COMPONENTS WITH MOVING PARTS

UltraPlay Systems provides a limited warranty on components with moving parts, freestanding components such as spring riders and swings, and all other components not specifically named above to be free from defects in materials or workmanship against structural failure which causes the product to become unfit for its intended use, subject to normal usage and installation, for a period of 1 year from the date of shipment to the original customer.

### LIMITED WARRANTY ON SITE FURNISHINGS

UltraPlay provides a five-year limited warranty on the finish of thermoplastic coated site furnishings from the date of shipment to the original customer. Additionally, all site furnishings are guaranteed to be free from defects in materials or workmanship for one-year from the date of shipment to the original customer.

All warranties specifically exclude damage caused by man-made or natural disasters, vandalism, negligence, improper installation or improper use, modification, changes in appearance resulting from weathering, scratches, dents, discoloration, normal wear and tear, or marring as a result of public or private use. Claims are limited to replacement of equipment only and do not include any costs associated with labor, removal or installation of the original or replacement product. Warranties are valid only if products are installed and maintained in accordance with UltraPlay installation instructions and use of approved parts. This warranty is applicable to the original owner only. Warranties are non-transferable.



## CLAIM PROCEDURE

*Claim Procedure:* To make a warranty claim, send your written statement of claim, photographs of defective equipment, and the original purchase invoice or invoice number to:

Discovery Centers  
Customer Service  
1675 Locust Street  
Red Bud, IL 62278

Or Contact a Customer Service Representative at:  
1-800-458-5872

Within 60 days of notice of claim under warranty, UltraPlay will make arrangements to replace the damaged product. UltraPlay will cover freight costs within the continental United States. UltraPlay is not responsible for freight costs associated with products located outside the continental United States. UltraPlay Systems reserves the right to inspect all products identified as defective. Photos of defective equipment may be required to accompany warranty claims. Since warranty limitations and exclusions may vary from state to state, you should check any specific warranty rights in your state.

Date of Purchase: \_\_\_\_\_

Purchaser: \_\_\_\_\_

UltraPlay Invoice Number: \_\_\_\_\_

\_\_\_\_\_  
Authorized UltraPlay Signature

\_\_\_\_\_  
Title

Visit UltraPlay on the web at [www.ultraplay.com](http://www.ultraplay.com) & [www.uplaytoday.com](http://www.uplaytoday.com)

## GENERAL INFORMATION

### VIRCO WARRANTY

Virco will repair or replace, at its option, any Virco furniture or equipment product which proves to be defective in original material or workmanship that may become evident within the first 10 years of the date of purchase and 5 years from the date of purchase for casters, glides, pneumatic cylinders and torsion bars. This is your sole and exclusive remedy. This warranty covers products manufactured after January 1, 2017, as long as product is owned by original purchaser, and is subject to the following limitations:

#### Limitations:

From the date of purchase, Virco's warranty covers the items below as follows:

##### 10 Years

Laminates, seating controls, all seating, desk, table and storage products unless otherwise indicated in this warranty.

##### 5 Years

Glides, casters, pneumatic cylinders and torsion bars on mobile folding tables.

##### 1 Year

Chairs with custom logos applied to their upholstered seats and/or backs.

#### Exclusions:

This warranty excludes:

- Apparent defects caused by abusive or abnormal use of the product.
- Products not assembled, installed or used in compliance with Virco's product instructions or warnings.
- Failures resulting from inadequate inspection and maintenance.
- The effects of normal usage over time.
- Any damage caused during shipment (see the current Virco price list's "Steps to Take When Receiving Shipments" for more information).
- Product modifications not approved by Virco.
- Vinyl and fabric upholstery material, except as may be offered by the mill source.
- Rust caused by natural elements or high exposure to moisture
- Products used for rental purposes.

### Natural Materials, Color Variations & Customer's Own Materials

Leather, wood and other natural materials may have intrinsic grains or patterns that are distinguishing features and not regarded as defects. Virco cannot warrant the matching of grains, patterns, textures, colors, or the color-fastness of such materials. In addition, Virco does not warrant Customer's Own Materials (COM) that are chosen and used in a Virco product at a customer's request.

THERE ARE NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY, AND THERE ARE NO OTHER EXPRESS WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE. ALL INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY ARISE, INCLUDING BUT NOT LIMITED TO BUSINESS LOSSES, PERSONAL PROPERTY DAMAGE, AND THIRD PARTY LIABILITIES ARE HEREBY EXPRESSLY EXCLUDED.

### To obtain service under this warranty:

Please contact your local Virco Sales Representative or Customer Service at 800.448.4726.

### Care & Use Instructions Notice:

To prevent structural failures and possible injury, furniture should not be used other than for its intended purpose and should be inspected regularly for loose or missing screws or rivets, metal fatigue, cracks, broken welds, missing attachments, loose staples and general instability. Furniture that is damaged or appears to be unstable should immediately be removed from service, reported to the facility manager and replaced or repaired. Repairs should only be made using factory-authorized parts and methods. For information on furniture maintenance, or to report furniture which requires service, call Virco toll-free at 800.448.4726. Furniture should be wiped down with mild soap and water as needed.



a **GMI** company.

2999 Henkle Drive | Lebanon, OH 45036 | 800-622-1331 | 937-981-7724 | [waddellfurniture.com](http://waddellfurniture.com)

## Waddell Limited Lifetime Warranty

**Waddell warrants all cases to be free from defects in material and workmanship under normal use and care. The warranty covers replacement of parts and material only. This warranty does not cover glass breakage, light bulbs, or any other damage when used in a manner other than intended. Electrical fixtures are covered for 1 year.**

**Contact Waddell Customer Service for all warranty claims and replacements.**



## Whitney Brothers Lifetime Warranty

*Effective January 1, 2012*

Whitney Brothers Company, located at 93 Railroad Street, Keene, NH 03431, USA, warrants its products purchased after January 1, 2012, to be free of defects in materials and workmanship for a Lifetime period from date of the shipment.

During the warranty period, Whitney Brothers, as its sole obligation, will replace any product, part, or component covered by this warranty and sold after the effective date of this warranty.

This warranty extends only to the original purchasers who acquire new product from an authorized Whitney Brothers reseller. Any product, part, or component must have been installed, used, and maintained according to Whitney Brothers published instructions to be eligible for coverage under this warranty.

This warranty does not apply to products that are damaged resulting from misuse, abuse, neglect, accident, improper application, modification, or repair by persons not authorized by us. Any modification to the original product voids the manufacturer's warranty.

Any implied warranties, including any warranty of merchantability or fitness for a particular purpose, are disclaimed to the extent allowed by law. Whitney Brothers will not be liable for loss of time, inconvenience, commercial loss or incidental or consequential damages for any warranty claim.



PO BOX 644 KEENE NH 03431 800-225-5381 FAX 603-357-1559  
WWW.WHITNEYBROS.COM



P O Box 1308 - Monroe, NC 28111-1308  
(P) 800-247-8465 / 704-283-7508 (F) 704-289-1899 (E) [sales@wooddesigns.org](mailto:sales@wooddesigns.org)

## **WOOD DESIGNS LIFETIME WARRANTY**

All Wood Designs products are built using the highest quality materials available. Experienced North Carolina furniture craftsman build every product to exacting standards of detail and workmanship. Wood Designs products can be purchased with confidence, we guarantee it!

All Wood Designs wood products carry a lifetime warranty to the original purchaser against defects in materials and workmanship. If one of our products ever fails to perform, simply call, fax or write for cheerful correction by one of our friendly customer service representatives. The maximum warranty is limited to the actual cost of the product only. The warranty does not cover damages or defects caused by misuse, abuse, or mistreatment.

All Wood Designs chairs, tables, cots and block sets carry a 10-year warranty to the original purchaser against defects in materials and workmanship. If one of our products ever fails to perform, simply call, fax, or email us for a cheerful correction by one of our friendly customer service representatives. The maximum warranty is limited to the actual cost of the product. The warranty does not cover damage or defects caused by misuse, abuse, or mistreatment.



## Deviations

- **Terms & Conditions – Shipments (page 3 of 12):**

Standard lead time is 2+ days depending on if the item is made to order or not and is then based on the manufacturer’s production time. Lead times could run 6-8 weeks during the summer months. All lead times are clearly communicated on all phone calls, quotes and orders.

- **Installation Services:**

Installation charges will range from \$45 - \$65 per hour with a minimum trip charge of \$200. Installation charges vary based on the complexity of the job as well as the State and location of the site. Prevailing wage installation rates are available and will be quoted on an individual job basis to meet the state’s wage rates.

- **Pricing:**

School Outfitters is offering an additional percentage off of our already discounted prices on our website [www.schooloutfitters.com](http://www.schooloutfitters.com) for all of the manufacturer’s listed on our Pricing page. We are offering TIPS better pricing than typically offered for other like cooperative procurement organizations.

- **Terms & Conditions -TIPS member Purchasing Procedures (page 6 of 12):**

**If the customer calls and requests to order off of the TIPS Furniture Contract:**

School Outfitters will direct the customer to send their PO directly to TIPS or School Outfitters will send the PO to TIPS for approval before placing the order.

**If the customer calls and does not request to order off of the TIPS Furniture Contract:**

School Outfitters will proactively market the TIPS Furniture Contract to the customer. School Outfitters will process the PO and will send TIPS a custom report on an agreed upon interval of time (weekly, bi-monthly, monthly). Please see the example report below. This report can be changed to meet TIPS needs.

TIPS Member Name	Bill to Address	Ship to Address	PO #	SKU #	Website Price	TIPS Discounted Price

- sales@schooloutfitters.com
- www.schooloutfitters.com
- 800.260.2776
- 800.494.1036

PO Box 141231  
Cincinnati, Ohio 45250-1231



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- TIPS members must call, chat, or email to receive their discount. Orders placed online will not receive the TIPS Contract discount.
- Volume discounts are available by calling 800-260-2776. A Sales Representative will provide a quote with additional discounts based on the volume quoted.
- School Outfitters sub-contracts all services to National and Regional Installation companies to allow for National coverage and competitive rates. School Outfitters does not have any current contracts with specific sub-contractors that are Texas HUB Vendors. School Outfitters is willing to make the effort to work with HUB vendors on a per project basis if requested by the district.
- School Outfitters currently does not have any covered employees or subcontractors performing services in Texas. If we have employees or subcontractors having continuing duties related to the service to be performed at the District and have or will have direct contact with students we will comply with all Texas Education Code Chapter 22 requirements.

• [sales@schooloutfitters.com](mailto:sales@schooloutfitters.com)

• [www.schooloutfitters.com](http://www.schooloutfitters.com)

• 800.260.2776

• 800.494.1036

PO Box 141231  
Cincinnati, Ohio 45250-1231



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Have questions?

**1-800-260-2776**

[sales@schooloutfitters.com](mailto:sales@schooloutfitters.com)

[www.schooloutfitters.com](http://www.schooloutfitters.com)

## School Outfitters Returns Policy

You are responsible for inspecting your merchandise when it is delivered. If there is excessive damage or the shipment is incorrect, you should refuse the shipment, locate your order number and call customer service at 1-866-619-1776.

Occasionally, delivery drivers do not allow enough time for you to inspect the shipment, or the order is delivered while you are not there. If the driver does not allow you time to inspect your shipment, sign for it, noting "damaged" on the bill of lading.

It is your responsibility to fully inspect your merchandise within five business days of receipt. If you find you have a problem with damage or an incorrect shipment, you must contact us during this period. We cannot be held responsible for damages or incorrect shipments if you wait beyond this period to inform us.

As long as you contact us during this period, any item that is damaged when it arrives or that does not arrive as ordered (size, color, or features were not as you specified) will be promptly replaced by us at no additional cost to you.

If you order something and it arrives as ordered but you subsequently decide you want or need to return it, you will be responsible for all shipping charges, including return charges. You must contact us within two weeks to return these items. In some cases, you will need to pay a restocking fee of 15-30% as well. (We will try our best to get the restocking fee waived by the manufacturer but we are not always successful.) So if you're not sure about a color or a size, please ask. We want to help you purchase exactly what you want on the first try.

**Important Note:** Please keep the original cartons in which your order shipped until you are satisfied that your merchandise is correct and undamaged. Most manufacturers will not accept returns of merchandise not in the original packaging, and freight companies often ask to inspect the packaging if a shipment is reported as damaged.

## Special Cases

**Clearance:** All sales of clearance products are final. While individual warranties may still be honored by their respective manufacturers, School Outfitters will not accept returns on any clearance items.

**Food Service Items:** If a food service item has been uncrated but is still unused, it may be re-crated and returned to the manufacturer provided it is still in its original condition. However, the restocking fee on these items is typically 25-35%, and you will also be responsible for the return shipping charge. Written authorization from the manufacturer is required prior to returning food service items. Once a food service item has been used, it may not be returned. If there is a mechanical problem with a food service item under warranty, the manufacturer will repair or replace it at no charge to you.

**Outdoor Play Equipment:** You may return outdoor play equipment as long as it has never been installed or been in storage for more than six months. You will be responsible for the cost of return shipping and any restocking fees, and a prior written return authorization from the manufacturer is required.

**Custom Items:** A number of items we sell – including some food service and outdoor play items – are made to order and are considered "custom." Some custom items may be purchased directly from our website. Their product descriptions will always include the following notice: "Custom—sorry, no returns." Other custom products are available only when you speak with a member of our friendly sales team. They will always remind you if an item you are ordering is nonreturnable and will include that information on any quote they provide you.

**Customer-Assembled Items:** Some of our manufacturers consider user-assembled products "used" once they have been put together, even if they are disassembled for return. As such, they may not be returnable.



## Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

Print or type  
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>School Outfitters LLC</b>			
2 Business name/disregarded entity name, if different from above			
3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <b>P</b> <small>Notes. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.</small> <input type="checkbox"/> Other (see instructions) ▶			4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
5 Address (number, street, and apt. or suite no.) <b>PO Box 638517</b>		Requester's name and address (optional)	
6 City, state, and ZIP code <b>Cincinnati, OH. 45263-8517</b>		<b>3736 Regent Avenue</b> <b>Cincinnati, OH. 45212-3724</b>	
7 List account number(s) here (optional) <b>Phone: 800-260-2776</b>		<b>Fax: 800-494-1036</b>	

<b>Part I Taxpayer Identification Number (TIN)</b>																					
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	Social security number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;">-</td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;">-</td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> </tr> </table> OR Employer identification number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px;">6</td> <td style="width: 20px;">1</td> <td style="width: 20px;">-</td> <td style="width: 20px;">1</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> <td style="width: 20px;">1</td> <td style="width: 20px;">9</td> <td style="width: 20px;">4</td> <td style="width: 20px;">3</td> </tr> </table>				-			-				6	1	-	1	3	4	1	9	4	3
			-			-															
6	1	-	1	3	4	1	9	4	3												
<b>Notes.</b> If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.																					

<b>Part II Certification</b>	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and	
3. I am a U.S. citizen or other U.S. person (defined below); and	
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.	

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Sharon Murray</i>	Date ▶ <b>JAN 04 2017</b>
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/wo9](http://www.irs.gov/wo9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.



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#### **AFFIRMATIVE ACTION PLAN – “EEO CLAUSE” FOR CONTRACTS AND PURCHASE ORDERS**

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4 (a), 60-300.5 (a) and 60-741.5 (a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

**School Outfitters, LLC**

3736 Regent Avenue

Cincinnati, OH, U.S.A. 45212-3724

Tel.: 800-260-2776

Fax: 800-494-1036