

VENDOR CONTRACT

Between LAHARPE'S OFFICE FURNITURE and
(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

FURNITURE

CONTRACT NUMBER 1102215

General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, 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.

The following pages will constitute the contract 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 contract.

The Vendor Contract ("Contract") 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 VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract 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.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. 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.

PREMIUM HOURS are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

REGULAR HOURS are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

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.)

Contracts

All contracts 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.

Contracts 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 contracts

No assignment of contract 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 contract.
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 contract.

Renewal of Contracts

The contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days 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 contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

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. 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 to be remitted to TIPS by the Vendor. Vendor will not show adding the fee to the invoice presented to customer. The normal fee is 2%, but can be negotiated with the Vendor.

Participation Fees

Vendor or vendor assigned dealer contracts to pay the participation fee for all contract 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 contract. Failure to pay the participation fee will result in termination of contract. Please contact TIPS at tips@tips-usa.com or call (866) 839-8477 if you have questions about paying fees.

Indemnity

- 1. Indemnity for Personality Contracts.** 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 contract, 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 Contracts.** 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 contract, 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, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract 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 contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% 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 contract 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 contract 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 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;

- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

TIPS Member Purchasing Procedures

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number". Purchase 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 Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. 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.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract 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 contract. TIPS reserves the right to stop

work and/or cancel contract 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 contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual 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 contract 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 Contract". 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 contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract 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 contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract 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.

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 contract 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 Contract. 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 will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or 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.

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 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 contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

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 contract 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.

Special Terms and Conditions

It is the intent of TIPS to contract 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.

- **Contracts:** All vendor purchase orders 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 Contract:** 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 contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract 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 1st 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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Check one of the following responses to the General Terms and Special Terms and Conditions:

- We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

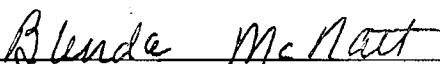
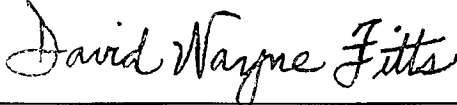
- We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: LAHARPE'S OFFICE FURNITURE
Mailing Address: P.O. BOX 3817
City: LITTLE ROCK
State: ARKANSAS
Zip: 72203
Telephone Number: (501) 372-6684
Fax Number: (501) 372-3760
Email Address: rlm-laharpe@swbell.net
Authorized Signature: 
Printed Name: Russell L. Matchett
Position: President

This contract is for a total TERM of one year with the option of two additional years. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.


TIPS Authorized Signature _____ Date 10-22-15

Approved by Region VIII ESC _____ Date 10-22-15

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Mr. David Mabe National Coordinator	Address	Region VIII Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	david.mabe@tips-usa.com	Contact	Kim Thompson, Coordinator of Office Operations	Contact
Phone	+1 (903) 243-4759	Department		Department
Fax	+1 (866) 749-6674	Building		Building
Bid Number	1102215	Floor/Room		Floor/Room
Title	Furniture	Telephone	+1 (866) 839-8477	Telephone
Bid Type	RFP	Fax	+1 (866) 839-8472	Fax
Issue Date	08/03/2015	Email	bids@tips-usa.com	Email
Close Date	9/11/2015 3:00:00 PM CT			
Need by Date				

Supplier Information

Company LAHARPES OFFICE FURNITURE
 Address P.O. BOX 3817
 LITTLE ROCK, AR 72203
 Contact
 Department
 Building
 Floor/Room
 Telephone 1 (501) 372-6684
 Fax 1 (501) 372-3760
 Email
 Submitted 9/11/2015 10:57:30 AM CT
 Total \$0.00

Signature Russell L. Matchett

Email rlm-laharpe@swbell.net

Supplier Notes

Bid Notes

Bid Activities

Bid Messages

Date	Subject	Message
08/13/15	Pre-Bid Webinar	<p>** The webinar is being recorded for those that have scheduling conflicts. Please contact TIPS at tips@tips-usa.com for a link to the recorded session.</p> <p>1. Please join my meeting. https://global.gotomeeting.com/join/604337077</p> <p>2. Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.</p> <p>Dial +1 (872) 240-3412 Access Code: 604-337-077 Audio PIN: Shown after joining the meeting</p> <p>Meeting ID: 604-337-077</p>
08/13/15	Pre-Bid Webinar	<p>** The webinar is being recorded for those that have scheduling conflicts. Please contact TIPS at tips@tips-usa.com for a link to the recorded session.</p> <p>Monday, August 17, 2015, 10:00 AM (CST)</p> <p>1. Please join my meeting. https://global.gotomeeting.com/join/604337077</p> <p>2. Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.</p> <p>Dial +1 (872) 240-3412 Access Code: 604-337-077 Audio PIN: Shown after joining the meeting</p> <p>Meeting ID: 604-337-077</p>

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.	Yes
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)	Arkansas, Louisiana, Texas, Missouri, Mississippi and Oklahoma

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.)	LaHarpe's Office Furniture, is one of the largest and oldest office, educational, healthcare and hospitality furniture suppliers in the southeast United States. LaHarpe's provides a broad product array along with in-house design and installation that is unparalleled in the industry. Let us help you make your project a success while providing some of the best pricing and service in the industry. Call today 501-372-6684
6	Primary Contact Name	Primary Contact Name	Russell L Matchett
7	Primary Contact Title	Primary Contact Title	President
8	Primary Contact Email	Primary Contact Email	rlm-laharpe@swbell.net
9	Primary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	5013726684
10	Primary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	5013723760
11	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	5015900162
12	Secondary Contact Name	Secondary Contact Name	Suzanne M Hicks
13	Secondary Contact Title	Secondary Contact Title	COO
14	Secondary Contact Email	Secondary Contact Email	smh-laharpe@swbell.net
15	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	5013726684
16	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	5013723760
17	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	5013508099
18	Admin Fee Contact Name	Admin Fee Contact Name. This person is responsible for paying the admin fee to TIPS.	Suzanne Hicks
19	Admin Fee Contact Email	Admin Fee Contact Email	smh-laharpe@swbell.net
20	Admin Fee Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	5013726684
21	Purchase Order Contact Name	Purchase Order Contact Name. This person is responsible for receiving Purchase Orders from TIPS.	Russell L Matchett
22	Purchase Order Contact Email	Purchase Order Contact Email	rlm-laharpe@swbell.net
23	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	5013726684
24	Company Website	Company Website (Format - www.company.com)	www.laharpes.com
25	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	71-0464249
26	Primary Address	Primary Address	318 President Clinton Ave
27	Primary Address City	Primary Address City	Little Rock
28	Primary Address State	Primary Address State (2 Digit Abbreviation)	Arkansas
29	Primary Address Zip	Primary Address Zip	72201

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.)	OFFICE FURNITURE, OFFICE SEATING FURNITURE, FURNITURE INSTALLATION, LOBBY FURNITURE, GUEST CHAIRS, ERGONOMIC CHAIRS, TEAK FURNITURE, TRAINING ROOM FURNITURE, CONFERENCE ROOM, HEALTHCARE FURNITURE, MODULAR FURNITURE, PANEL SYSTEMS
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) (If YES, vendor should download the Federal Regulations for Contracts document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)	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?	Little Rock
34	Company Residence (State)	Vendor's principal place of business is in the state of?	Arkansas
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? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	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.	No
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?	45
44	Years Experience	Company years experience in this category?	35

- 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. No
- 46 Prices are guaranteed for? (___Month(s), ___ Year(s), or Term of Contract) (Standard Term of Contract term is "Term of Contract")

Line Items

Response Total: \$0.00

RCSW14167

Certification Number

August 14, 2016

Expiration Date



NATIONAL WOMEN BUSINESS OWNERS CORPORATION

Certifies that:

Office Equipment Center of America, Inc. dba LaHarpe's Office Furniture, Inc.

has successfully met the requirements of the NWBOC National Certification Program for certification as a woman-owned and woman-controlled business.

The identified business has qualified as an eligible Woman Business Enterprise (WBE) as set forth in NWBOC Standards and Procedures.

Janet Harris-Lange

President

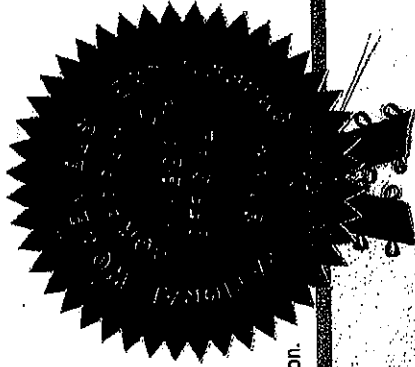
August 15, 2015

Date

NAICS Code(s): 423210, 337211, 337214, 238390

NWBOC, 1001 W. Jasmine Dr., #G, Lake Park, FL 33403 • 800-675-5066 • www.nwboc.org

Tampering or altering this certificate is, in the discretion of NWBOC, grounds for termination of certification.



SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$25,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

By submitting this offer and signing this certificate, this bidder:

Certifies that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the EDGAR, §200.212 Suspension and debarment.

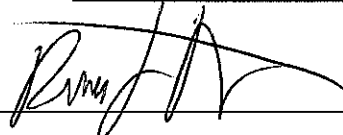
Vendor Name: LAHARPE'S OFFICE FURNITURE

Vendor Address: P.O. BOX 3817, LITTLE ROCK, AR 72203

Vendor E-mail Address: RLM-LAHARPE@SWBELL.NET

Vendor Telephone: 5013726684

Authorized Company Official's Name: RUSSELL L.MATCHETT

Signature of Company Official: 

Date: 9-11-15

References

** Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.

Organization	City	State	Contact Name	Contact Phone
DFA Office of State Procurement	Little Rock	Arkansas	Tim O'Brien	501-324-9320
Ark Dept of Parks & Tourism	Little Rock	Arkansas	Desiree Taggard	501-682-6910
University of Ark. For Medical Sciences	Little Rock	Arkansas	Claire Denham	501-296-1046



Warranty

We are pleased to provide the initial purchaser with a *Lifetime Structural Warranty* against defects in design, construction and materials. Finishes and cover materials are warranted for two years subject to normal wear and tear. Our warranty will not apply where there is evidence of alteration, misuse, negligence or abuse. No warranty shall apply to COM fabrics. During the warranty period, we will repair, or at our option, replace any product where we are satisfied the product is defective. Decisions on warranty rest solely with Spec. The customer must prepay all freight charges for items being returned for service. If a claim is accepted, we will gladly refund the charges incurred.





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.

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

Warranty Information

In today's high-stakes marketplace and state-of-the-art technology, seating solutions must be available quickly and reliably. The following information applies to the Eurotech line:

LIFETIME WARRANTY

Eurotech assures you of total customer satisfaction:

- Eurotech warrants to the original purchaser all components for the life of the product with the exception of upholstery and foam, which will be warranted for five years.
- Eurotech warrants to the original purchaser that all parts will be free from material defects. Eurotech will repair or replace, at its option, any unaltered components.
- Customer's own material is NOT warranted.
- Warranty is limited to a forty hour work week, 250lb. weight limit.
- The warranty is limited to replacement of repair and does not cover cost of transportation and labor. There are no other warranties expressed or implied other than those specifically described.
- Eurotech shall NOT be liable for consequential or incidental damage arising from any product defect.
- Fabrix Custom Upholstery
- Fabrix by Eurotech assures you of total customer satisfaction. The following information applies to the Fabrix line:
 - Fabrix by Eurotech's Lifetime Warranty warrants to the original purchaser all components for the life of the product with the exception of upholstery and foam, which will be warranted for five years. Please call or contact our Customer Service for details or a copy of the warranty.
 - Fabrix by Eurotech will honor any quantity providing we have sufficient inventory. Please check with Customer Service at +1.800.637.0005



Ordering Information

EFFECTIVE May 1, 2015

MTS Seating

P. 734-847-3875

F. 800-329-0687

www.mtsseating.com

Terms & Conditions • Order Guidelines

Prices

Prices Effective May 1, 2015. All Prices FOB Temperance, Michigan, unless otherwise stated. See page 12 for FOB/Freight classifications.
SierraSolids® FOB N. Tonawanda, NY 14120.
ExpressLink FOB Raiford, FL 32083

Minimum Order

\$500.00 List. If order does not meet \$500.00 List minimum: add \$125.00 List set-up/handling charge to order. Non-MTS manufactured parts; i.e., hardware, screws, glides, buttons, etc.; \$100.00 List minimum.

Terms and Conditions of Sale

Approved Open Accounts: Net 30 days.

A service charge will be added on accounts which remain unpaid beyond our stated terms. The rate of interest will be 1.5% per month (annual percentage rate of 18%). Accounts 30 days beyond terms are subject to credit hold. All orders subject to approval by MTS credit department.

Sales Tax: MTS is registered to collect sales tax in every state where applicable. Sales tax will be charged on each invoice unless we receive a proper exemption certificate. **New Accounts:** To expedite the credit approval process, please submit credit information prior to the placement of your order. If you are placing your first order with us, and you do not have credit established with MTS, please provide order dollar value, and required ship date with your credit references. A line of credit and credit limit will be established based on the information obtained from our credit reporting agency and/or four trade references and one bank reference. A deposit on your first order may be required as we process your credit information. A 50% deposit submitted with your purchase order will allow your order to be processed while credit is being verified. Orders received without pre-approved credit or a 50% deposit will be put on hold while credit references are being verified. The MTS credit department determines all credit terms and deposit requirements.

Customers who do not have an open line of credit with MTS are required to submit payment in full (100%) before the order will be released into production.

Applicable Law

Any agreement to purchase MTS products will be governed and controlled in all respects by the laws of the State of Michigan, including interpretation, enforceability, validity, and construction, without regard to any conflict of law provisions. Under no circumstances will any agreement to purchase MTS products, whether it involves a United States or foreign purchaser, be governed and controlled by any non-Michigan laws and/or conventions. The parties submit to the jurisdiction and venue of

the Circuit court for the county of Monroe, State of Michigan with respect to any action arising, directly or indirectly, out of any agreement regarding the sale and purchase of MTS products or the performance or breach of that agreement.

Agent's Authority

The Buyer understands and agrees that no agent or representative of MTS has authority to bind MTS to any affirmation, agreement, representation or warranty concerning the goods purchased from MTS. The Buyer further understands and agrees that such affirmation of fact, promise, or representation made by any agent or representative of MTS shall not constitute a warranty or agreement unless specifically approved in writing by an authorized officer of the company. Accepted orders will be acknowledged and customer is responsible for immediately reviewing the acknowledgement and notifying a sales representative of MTS, or MTS Customer Satisfaction with any discrepancies.

Shipping Damage Claims

Shipping will be made via MTS preferred carrier(s) unless customer carrier preference is indicated on purchase order. If carrier indicated does not serve MTS point of shipment, we will make shipment by most practical way. Truckload shipments are available via private carriers, or rail system, at less than commercial carrier rates. Contact MTS for quotation. See additional information on Freight Classifications on page 12.

MTS is not responsible for damage in transit, or delays in transit. Variances in order quantities or specifications must be communicated to MTS within 10 days of receipt of order. Any shortage, or sign of damage, should be noted on the freight bill before accepting delivery. If damage is discovered after delivery, purchaser should notify the carrier at once to request inspection and claim instructions. Concealed damage claims must be filed within 10 days of receipt of shipment.

Refusal to accept goods from carrier does not relieve purchaser of responsibility for payment and filing claims in the prescribed manner. All goods become the property of the purchaser upon delivery to the carrier.

International Orders

All international orders are quoted F.O.B. factory. All freight, duties, value added taxes, broker fees, port charges and insurance are additional costs and will be the responsibility of customer unless specific arrangements are made in writing for any additional services by MTS.

Phone Orders

Fax Your Orders Free! 1-800-329-0687

All additions/corrections/deletions (quantities, shipping addresses, finish, upholstery, etc.) must be supported by confirmation in writing by the customer. Duplicate orders received and not properly marked "revised" are the responsibility of the customer. Return of duplicate orders will carry a 50% handling/salvage charge and must be returned freight prepaid. *All additions/corrections/deletions must be made prior to final scheduling or reworking charges will apply.*

Cancellations/Changes

Orders cannot be cancelled or changed without approval from MTS. All requests for changes and cancellation must be submitted in writing; fax 1-800-329-0687. Customer is responsible for all costs incurred prior to MTS receiving cancellation/change; including laminate, upholstery, all other materials supplied and labor associated with making the cancellation/change.

Customer Delayed Shipping

MTS production departments are organized on a throughput manufacturing philosophy. Delaying an order in process greatly impedes the production of other customer's orders. **Storage/handling charges will be applied when a customer interrupts the production/shipping process to put an order on hold. All communication must be in writing.** Charges will be calculated based on the square footage required to hold your order and will commence on the second Monday following your acknowledged production date, except for folding products and SierraSolid® tables, which will commence the Monday following your acknowledgment date. Your Customer Satisfaction Coordinator will notify you of the charge (minimum charge \$750.00 List). All delayed orders will be invoiced at month's end, with storage charges billed separately each month thereafter.

Delay

MTS shall not be liable for delays in performance caused by an act of God, fire or other casualty, accident, strike, shortage of labor or materials, governmental action or any other cause beyond their reasonable control, and the time for MTS' performance shall be extended by the period of such delay. MTS reserves the right to apportion its production among its customers as it may determine and any quoted delivery dates are estimated and are subject to change by MTS.

MTS will make every effort to make on-time deliveries; however, we are not responsible for loss of revenue due to late delivery.



Ordering Information

EFFECTIVE May 1, 2015

MTS Seating

P. 734-847-3875

F. 800-329-0687

www.mtsseating.com

Terms & Conditions • Product Warranty • Returns & Maintenance FOB Freight Classifications

Match-Up Orders

If any order is to match a previous order, it must be clearly stated. Please supply original invoice number and date.

Note: MTS cannot be responsible for materials discontinued by our supplier and/or dye lot variations. Also, due to improvements in manufacturing technology, it may be impractical to duplicate some discontinued designs.

Returns

DO NOT return merchandise without Return Authorization from MTS. Return Authorizations are numbered, specify method of transportation, and include all shipping documents and labels. All MTS products are manufactured to order through a "made to order" manufacturing system. This means items cannot be returned to stock. A standard handling/salvage charge of 50% of invoice will apply on all returned merchandise. A minimum handling/salvage charge of 25% of invoice will apply if 100% of returned merchandise can be applied to other orders in process at time of return. A standard handling/salvage charge of 75% will apply to all returned folding products or SierraSolid® tables.

Fair Labor Act

MTS certifies that goods are produced in compliance with Sections 6, 7 and 15 of the Fair Labor Standards Act of 1938, as amended.

Intellectual Property

This publication is ©2013 MTS Seating. MTS Seating's Intellectual Property includes the photography, images, graphics, text and product designs included in this publication. MTS Seating's Intellectual Property is owned by MTS Seating. Nothing in this publication shall be deemed a grant of a license in, or a right in or to, any patent, copyright, trademark, trade secret, proprietary right or other Intellectual Property of MTS Seating. Moreover, except as expressly stated by MTS Seating, users of this publication have no right or license to use MTS Seating's Intellectual Property. MTS Seating's Intellectual Property in this publication may not, for example, be copied, reproduced, modified, published, displayed, uploaded, posted, reposted, distributed, transmitted, used to create a derivative work, or otherwise used for public or commercial purposes without prior written permission from MTS Seating. Instructional videos on the proper handling and transport of MTS chairs are available directly from MTS as well as on the MTS website. Please refer to this information for the safe handling of our seating products.

Custom Samples

All MTS custom sample designs are copyrighted to MTS. All rights reserved.

FOB/Freight Classifications

Products are shipped FOB Temperance, Michigan 48182, unless otherwise specified.

• SierraSolids® FOB N. Tonawanda, NY 14120.

• 018 Xpresslink FOB Raiford, FL 32083.

PRODUCT:	CLASS
018 Xpresslink	85
Tabletops/Bases	70
Pedestal Seating	100
Cloth or Fabric	65
Dollies	70
Hand Trucks (013)	250
Hand Trucks (013-KD)	250
Hand Trucks (014, 015, 016, 017)	250
Hand Trucks (018, 018E)	70

For products not listed, see individual product specifications.

Maintenance

To insure durability and longevity of the product, it is important to clean and care for the merchandise. It is also vitally important for the end user to:

- Check all stress points and connections, including welds, bolts, screws, rivets, brackets, etc., every 30 days.
- Check all points of attachment and tighten as needed (i.e., swivels, cushion-to-base, seat or back to frame etc.)
- It is recommended after cleaning upholstery fabrics treated with a topical stain guard (Scotchguard™, Teflon®, etc.) to reapply these topical stain guards after each cleaning to maintain "cleanability". See upholstery limited warranty for more information.

Cleaning and inspecting the product is part of standard maintenance and upkeep, and should be done at regular intervals. If a defect is found, take the item out of service immediately and contact a Customer Satisfaction Coordinator at MTS.

Note: Warranty may be voided if proper maintenance procedures are not followed.

Recycled Content by Weight

The data listed is the total post consumer and post industrial recycled materials as a percentage of total product weight. For an exact breakdown of post consumer and post industrial materials by product, contact your MTS Sales Coordinator.

Disclaimer

The recycled content data noted for each model is for the standard model only. Changes to the seat, back, or other options may change this percentage. If you require the exact recycled content amount for a style of chair with non-standard options, please contact your MTS Sales Representative, or your MTS Sales Coordinator.

Limited Warranty

MTS warrants products manufactured by this company against defective material or workmanship for one year from date of purchase. Warranty does not apply to any product which has been altered or subjected to misuse, negligence or accident.

MTS' obligation under this warranty is limited to credit for, or replacement of, the defective item. MTS Seating will not assume labor charges for unauthorized field repairs. In no case shall liability under this warranty exceed the original purchase price of the defective item.

To make a claim under this warranty, contact MTS Seating for written Return Authorization. DO NOT return merchandise without written authorization.

Contact the MTS Customer Satisfaction Department for a Return Authorization. R.A.s are numbered and specify method of transportation and any applicable freight costs. After inspection of returned item, if it is established by MTS Seating to be defective under terms of the warranty, we will repair or replace the item(s), or issue appropriate credit.

Upholstery: All upholstery fabrics are subject only to the warranty offered by the respective upholstery mills, and are not covered by the standard MTS limited warranty. Cuts or tears detected after signing for receipt of upholstered products are not covered.

225 Clay Street
P.O. Box 231
Jasper, Indiana 47547

800.457.4511 TOLL
812.936.9977 OFFICE
812.482.1548 FAX

JSIFURNITURE.COM

Warranty

JSI warrants to the original purchaser that each piece of furniture will be free from defects in workmanship given normal use for a period of 12 years of single shift service. Pneumatic lifts and casters are warranted to be free from defects in materials and workmanship for a period of 5 years and textiles for 2 years. Drawer suspensions carry a lifetime warranty. JSI will, at its option, repair or replace any defective merchandise within the terms of the warranty.

JSI makes no expressed or implied warranties as to any product, and, in particular, makes no warranty of merchantability or of fitness for any particular purpose.


This warranty does not cover:

- Natural variations in color, grain, or texture of wood and covering materials over which JSI has no control.
- Damage caused by an installation or transportation company.
- Damage created by loading file drawers with anything other than hanging folders
- Accident, user modifications, misuse or product neglect.



HOME WHAT'S NEW ABOUT US PRODUCTS BODY BALANCE VIDEOS FABRICS & FINISHES SALES & SERVICE TOOLS

Warranty

- Fill Out Parts and Labor Reimbursement Authorization Form (PAL) online
- Download Form for Faxing 

HIGHMARK products are manufactured with careful attention to detail and with an ongoing commitment to achieve a level of quality that is free of defects in materials and workmanship. In an effort to stand behind this philosophy, HIGHMARK hereby warrants, to the original purchaser of the product and from the original date of purchase, the following:

FOR BOLERO, CAMBER, EMME, FINO, HB, INSYNC, INTOUCH, KADET, MODELA, MODUS, REVEL, SPRINT PLUSH, VALENCE, WAVE, CIRO, COMPANION, INTU, LYNX, QUICKSTACKER, TEAM UP AND TEN CHAIRS

- Lifetime warranty on everything, except upholstery*
- 5 years on upholstery*
- This warranty is for standard commercial use, which is considered to be a standard eight hour work day, five days a week.

FOR EMME, INSYNC AND SPRINT PLUSH CHAIRS (WITH HEAVY-DUTY UPGRADE)

- 10 year warranty on everything, except upholstery*
- 2 years on upholstery*
- This warranty is for 7 day, 24 hour multi-shift commercial use.

FOR REFLEXX CHAIRS

- 5 year warranty on everything, including upholstery*
- This warranty is for standard commercial use, which is considered to be a standard eight hour work day, five days a week.

THE WARRANTY

Should any product fail, the defective product must be returned to HIGHMARK or one of its authorized dealers, freight prepaid, with proof of original purchase. Written authorization must be obtained before shipping the product directly to HIGHMARK. For products shipped directly to HIGHMARK, HIGHMARK will repair or replace the part(s) or product at its discretion. If the product is returned to an authorized dealer for repairs, HIGHMARK will provide the materials to repair the product free of charge, including transportation costs.

FABRIC, VINYL & LEATHER VARIATIONS

- Seating upholstered in fabric, vinyl or leather is sold, subject to normal variations and/or irregularities in color, texture and grain.
- HIGHMARK is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order.

PRODUCT DESIGN & DISCONTINUED PRODUCTS

Highmark - Seating Made Simple

HIGHMARK reserves the right to make alterations in design and construction or discontinue products without prior notice. If items are discontinued, HIGHMARK reserves the right to repair or replace defective components with equivalent components, if available. HIGHMARK will provide a prorated credit for warranty items that are discontinued and are no longer available.

LIMITATION OF LIABILITY

EXCEPT AS OTHERWISE PROVIDED, HIGHMARK MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Under no circumstances, including but not limited to breach of contract, breach of warranty or negligence, shall HIGHMARK be liable for lost profits, loss of goodwill, stored data, general, special, consequential or exemplary damages, even if HIGHMARK had notice of these damages or they were foreseeable. HIGHMARK shall not be responsible for verifying Dealer's or customer's description of needs, data, or the fitness for a particular purpose of goods. HIGHMARK liability in all cases shall be limited to repair or replacement of the defective parts, or the purchase price of the product. Damages resulting from misuse, abuse, alteration, negligent use, accidents or lack of maintenance are not covered under this warranty.

For labor reimbursement, please refer to our PAL Program Form found on our website or call customer service at 800.441.4975.

* Upholstery = HIGHMARK Fabric, Vinyl, Leather, Mesh or Knits and all filling materials (Foam, Dacron).
Customer's Own Material (COM/COV/COL) is not covered by upholstery warranty.

POSSESSION OF THIS PRICE LIST DOES NOT CONSTITUTE AN OFFER TO SELL.

WE RESERVE THE RIGHT TO MODIFY PRODUCTS, PRICES OR DISCONTINUE ITEMS WITHOUT PRIOR NOTIFICATION.



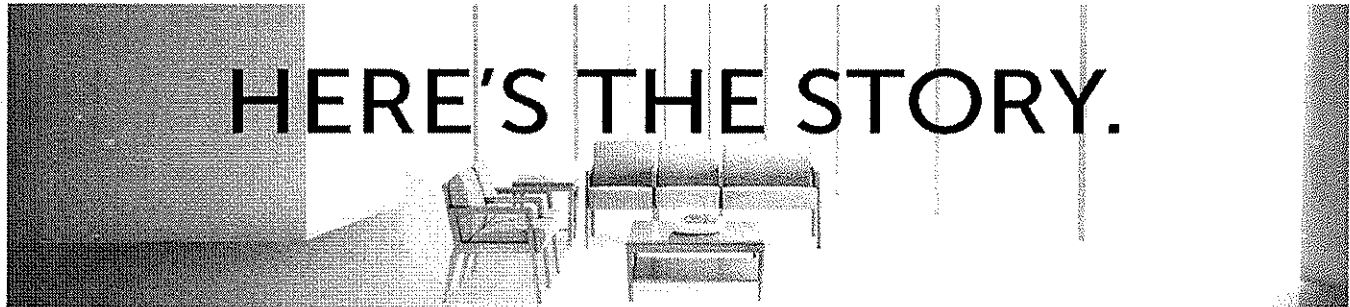
[CONTACT US](#) [SITEMAP](#) [ORDER TRACKING](#)



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About / Warranty

Warranty

La-Z-Boy Contract Furniture Limited Lifetime Warranty

La-Z-Boy Contract Furniture warrants the products it manufactures against defects in material and workmanship under normal use and service for the expected useful life of the product from the date of shipment. This limited warranty is valid only to the original purchaser using the product for its intended purpose, provided the product is covered in its original cover. This warranty does not apply to expected changes resulting from normal wear and tear, use and aging of the product. Specifically excluded from this limited warranty are defects and damage resulting from abuse, neglect, misuse, or excessive use. Product alteration, substitution of components or materials, improper cleaning or repair, and installation and handling damages are also not covered by this warranty. All other express or implied warranties made by agents, dealers, sales representatives or any other representatives, including any warranty of merchantability or fitness for a particular purpose, are hereby excluded.

There are no representations as to the capacity or performance of the products sold hereunder except as set forth in the price book or quotation specifications, if any, and such representations are expressly conditioned upon the correctness of the data furnished by purchaser and upon the products being properly installed and maintained.

La-Z-Boy Contract Furniture's sole obligation shall be to repair any defective product or product component covered under this warranty, including shipping and labor, during the warranty period. In no event shall La-Z-Boy Contract Furniture be liable for any consequential or incidental damages, including lost profits or revenues incurred by the purchaser with respect to any goods furnished by La-Z-Boy Contract Furniture. Expenses incurred by purchaser in repairing or replacing La-Z-Boy Contract Furniture's product must be preapproved in writing by La-Z-Boy Contract Furniture.

La-Z-Boy Contract Furniture offers no warranty on the following product components or characteristics: all forms of upholstery, including fabric, vinyl and leather; wood grain, color and texture. La-Z-Boy Contract Furniture offers no warranty on COM, CDL, or any other special order fabric used at the request of the Purchaser. Warranties offered by cover suppliers to La-Z-Boy Contract Furniture, if any, are hereby assigned to Purchaser.

In the event a product has to be returned to the factory for verification of a defect and/or repair, it must be pre-approved in writing by La-Z-Boy Contract Furniture, freight pre-paid, and a copy of the original invoice with the date and name of original purchaser.

La-Z-Boy Contract Furniture hereby assigns to the original owner any and all warranties offered by its component suppliers. To the extent the terms of these warranties differ from the terms of the Limited Warranty, the terms of the suppliers' component warranties shall apply. However, La-Z-Boy Contract Furniture does not guarantee that the component supplier will comply with any terms of the warranty of such supplier.

La-Z-Boy Contract Furniture Warranty (PDF)

CONTACT
P.O. Box 9
Ferdinand, IN 47532

812 367 2068
customerservice@lzbccontract.com



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La-Z-Boy is a trademark of La-Z-Boy Incorporated. It is licensed to Knú, LLC and is used in accordance with the standards, specifications, and express permission of La-Z-Boy Incorporated.

In our continued effort to provide ergonomic solutions to our customers, it is our commitment to stand behind any product or service, whether manufactured or sold by ESI Ergonomic Solutions.

LIFETIME WARRANTY

- Articulating Arms • Corner Makers • Keyboard Platforms

TEN-YEAR WARRANTY

- LED & Fluorescent Lighting Fixtures (Ten year warranty on light fixture does not include bulb or ballast)
- EDGE Series Monitor Arms • Workstations (TITAN, MRFSWS-EDGE, WOW)
- Adjustable Table Structural Components (cross channels, feet, top supports)
- Evolve Series Monitor Arms

FIVE-YEAR WARRANTY

- LTH-EDGE and LTH-MR Laptop Holders • Work surfaces • Mechanical Components used in Adjustable Table Bases (crank drives, spindles, hand switches, motors)
- CPU Holders

THREE-YEAR WARRANTY

- Ergorise Liff • Ergorise Climb • Ergorise Climb2

TWO-YEAR WARRANTY

- ACPC Utility Cart • DESK1 Desk Risers • ENCLOZE Monitor Holder
- Footrest • Keyboard Drawer Slides
- Mouse Pads • ORION Tablet Holder • Palm Rests • Mobile Work Stations

ONE-YEAR WARRANTY

- ACPD01 Pencil Drawer • Fluorescent Ballasts • LED Transformers

Warranties are based on normal installation and use of products in a standard 8-hour shift, unless otherwise noted. Warranty does not apply to damage in shipment caused by carriers, damage caused during installation, normal wear and tear, use or conditions. Products that are modified or tampered with in any way by any person other than an authorized ESI Representative will not be covered under warranty. Costs (such as installation, labor fees or express shipping) incurred due to replacement of products will not be covered under warranty.

SPACE LIMITED WARRANTY

Space chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- Lifetime on component parts including pneumatic cylinder, control mechanism, base, and casters.
- 3 Years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 250 lbs. or less. The 63-37A773HM, 75-7A773, 75-37A773, 75-47A773 and 839-11B35WA are for persons weighing 400 lbs. or less, the 818 & select 829's with self-adjusting mechanism are 300 lbs. or less and the 15-37A720D is 325 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies. Fabric is warranted for one year. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state

All Space chairs meet or exceed ANSI BIFMA standards.

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

PRODUCT WARRANTIES, TERMS & CONDITIONS

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LAMINATE AND VENEER CASEGOODS LIFETIME LIMITED WARRANTY LOUNGE SEATING AND OFFICE CHAIRS ONE YEAR LIMITED WARRANTY

If you notice a defect, it is important for you to act promptly and immediately notify the Authorized dealer from whom you purchased your furniture. Your notification must be given to an authorized DMI dealer with proof of purchase. After notification, it may be necessary for the Authorized Dealer or the manufacturer to arrange for an inspection of your furniture to determine whether or not a covered defect exists. If a covered defect does exist, it will be repaired. If it is determined that repair is not practical, you will be supplied with new furniture of the same or similar color, design, style and quality at the current price less the depreciated value of the product as based on ASB standards for straight line depreciation. You will not be charged for any repair services, delivery costs.

LIMITATIONS AND EXCLUSIONS

Implied Warranties - No implied warranties including warranties of merchantability or fitness for a particular purpose exist. By implied warranties, we mean ones that the law requires to have been given by the seller even though they are not set out in writing. **PLEASE NOTE:** some states do not allow an exclusion or limitation on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

While we believe our limited warranty is a good one, there are some limits to it. Any of the following things reduce the manufacturer's responsibility under this warranty:

- This limited warranty protects you only when you purchase furniture from an Authorized Dealer.
- This limited warranty applies only when you have purchased the furniture for your own use and not for resale prior to use. Your furniture requires some routine maintenance. Keep it clean, dusted and polished as necessary. Proper care and use are essential to preserving the rights under this limited warranty. We will not repair or replace your furniture if damage is caused by improper maintenance or by improper use.

This limited warranty does not cover damage resulting from abuse, normal wear and tear, accidents including burns, cuts, scratches, scuffs, watermarks or indentations.

Consequential or incidental damages are not covered under this limited warranty.

By this we mean any loss, expense or damage other than to the furniture itself that may result from a defect in the furniture. **PLEASE NOTE:** 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.

CONDITIONS OF SALE

Payment terms on shipments from our Huntingburg, Indiana Distribution Center are Net 30 days. Prices are subject to change without notice. Shipping weights and cubes are estimated and are also subject to slight variations. DMI reserves the right to make changes in design and construction detail without notice. All orders are subject to acceptance by DMI. The mailing or distribution of this price list does not constitute an offer to sell. Cancellations will not be accepted unless they are received and acknowledged by the DMI Customer Service Department prior to loading. Additional terms and conditions as found on DMI acknowledgements, invoices and other official communications may be considered as part of these "Conditions of Sale".

STANDARD SHIPPING POLICY

Delivered pricing programs Zone 1/Zone 2 are available. Zone 1 and Zone 2 delivered pricing is determined by the "ship to" address on the order and are subject to minimums as is outlined below. LTL shipments will be palletized & banded and are subject to a 3% special handling fee.

DROP SHIPMENTS AND NON DOCK DELIVERIES

Orders must ship FOB from our Huntingburg, Indiana Distribution Center. All LTL shipments will be palletized and banded and are subject to a 5% drop ship charge, unless otherwise agreed to by DMI management. Orders must specify either "Freight Collect" or "3rd Party Freight Billing". Freight claims are the responsibility of the consignee and/ or the billed to party.

RETURNS AND ALLOWANCES POLICY

ONLY merchandise in unopened cartons will be considered for a return authorization. All returns, except for defective product, are subject to a 30% restocking fee unless there is a prior agreement from DMI. Defects in DMI merchandise should be reported to the local DMI sales representative. The DMI sales representative is expected to inspect and report on all defective merchandise and report results of inspection to DMI's customer service dept. DMI's customer service must authorize all claims. No returns, allowances, or deductions from invoices, of any kind, will be accepted without prior written authorization. Any freight charges incurred by an unauthorized return will be invoiced to the DMI customer. DMI designs and tests its products and packaging to ensure they meet or exceed furniture transport standards generally accepted in the industry. Therefore, damaged merchandise and concealed freight damage is the responsibility of the freight carrier. Claims must be filed by Consignee with the delivering freight carrier within fifteen days of receipt of shipment. DMI accepts no responsibility for merchandise shortages or damages caused by freight carriers or consumer delivery services. The transportation company assumes full responsibility for safe delivery upon acceptance of the shipment. DMI customers should inspect all merchandise upon delivery of shipment. Any visible damage should be noted on the freight bill and signed and dated by the person accepting the delivery. If damage is not noticed until the merchandise is unpacked, notify the transportation company immediately and file a "concealed damage" claim with them. Be sure to retain the carton for inspection. DMI strives to maintain a constant quality standard on all its products. However, it is part of the DMI customers' responsibility to do a certain amount of touch-up, deluxing and installation of replacement parts. We do not recommend that the merchandise be delivered to the consumer in the original packages from the factory.

Warranty Information

In today's high-stakes marketplace and state-of-the-art technology, seating solutions must be available quickly and reliably. The following information applies to the Eurotech line:

LIFETIME WARRANTY

Eurotech assures you of total customer satisfaction:

- Eurotech warrants to the original purchaser all components for the life of the product with the exception of upholstery and foam, which will be warranted for five years.
- Eurotech warrants to the original purchaser that all parts will be free from material defects. Eurotech will repair or replace, at its option, any unaltered components.
- Customer's own material is NOT warranted.
- Warranty is limited to a forty hour work week, 250lb. weight limit.
- The warranty is limited to replacement of repair and does not cover cost of transportation and labor. There are no other warranties expressed or implied other than those specifically described.
- Eurotech shall NOT be liable for consequential or incidental damage arising from any product defect.
- Fabrix Custom Upholstery
- Fabrix by Eurotech assures you of total customer satisfaction. The following information applies to the Fabrix line:
- Fabrix by Eurotech's Lifetime Warranty warrants to the original purchaser all components for the life of the product with the exception of upholstery and foam, which will be warranted for five years. Please call or contact our Customer Service for details

or a copy of the warranty.

- Fabrix by Eurotech will honor any quantity providing we have sufficient inventory. Please check with Customer Service at +1.800.637.0005

If you have any question or comments about our privacy practices, you can contact us at customerservice@raynorgroup.com (mailto:customerservice@raynorgroup.com).

525 Hempstead Turnpike
West Hempstead, NY 11552
TF 1.800.637.0005
FX 1.516.481.8141

[email \(/contact\)](#)

Our promise.

They say with age comes wisdom. And while we've learned a lot since we sold our first office chair in 1979, even then we knew that superior craftsmanship and design are essential ingredients in delivering real value for our customers. Twenty-six years later, those three simple pillars still stand behind our promise of exceptional seating with every chair we sell.

Design Craftsmanship Value

Eurotech. Sit Smarter.™

[premium \(/products/premium\)](#)

[policies \(/privacy-policy\)](#)

[professional \(/products/professional\)](/products/professional)

[classic \(/products/classic\)](/products/classic)

[fabrix \(/fabrix-custom-upholstery-program\)](/fabrix-custom-upholstery-program)

[representative \(/dealer\)](/dealer)

[warranties \(/warranty-information\)](/warranty-information)

[quick ship \(/24-hour-quick-ship\)](/24-hour-quick-ship)

[about us \(/about-eurotech\)](/about-eurotech)

[contact us \(/contact\)](/contact)

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lifetime warranty

9to5 Seating products are manufactured with meticulous attention to detail to achieve a level of quality that is free from defects in material and workmanship. In an effort to stand behind this philosophy, 9to5 Seating warrants to the original purchaser of the product and from the original date of sale, the following:

For All Series Except Logic Plus, Enduro™, and Strata™ Heavy Duty (HD) Series:

Lifetime Warranty to the original end user, the company will repair or replace, at its option, without charge to the original purchaser only, factory defective structural and mechanical parts. This warranty is for single shift, standard commercial usage, defined as a standard 8 hour work day, five days a week. Weight limitations vary by product.

For Logic Plus Heavy Duty (HD) Series:

9to5 Seating warrants the Logic Plus HD series of single-shift chair for a period of ten (10) years to the original purchaser. The company will repair or replace, at its option, without charge, defective structural and mechanical parts. This warranty is for single-shift applications with persons weighing less than 500 lbs.

Upholstery fabric and foam is warranted against wear through and deterioration during normal usage for a period of five (5) years. However, the company does not warrant leather against routine scratching and scuffing, as all leather is subject to minor blemishes during use. COM and COL are not warranted. Due to natural variations in material, furniture containing leather is sold subject to normal variations and/or irregularities of color, texture, and grain.

For Enduro™ and Strata™ Heavy Duty (HD) Series:

9to5 Seating warrants the Enduro and Strata HD series of multi-shift chairs for a period of ten (10) years to the original purchaser. The company will repair or replace, at its option, without charge, defective structural and mechanical parts. This warranty is for multi-shift applications with persons weighing less than 350 lbs.

Upholstery fabric with an abrasion resistance performance rating of 150,000 double rubs or more and foam are warranted against wear through and deterioration for a three (3) year period of multiple shift use.

Claim Process

Should parts fail for any model during normal use within the applicable warranty period, please provide 9to5 Seating with a description of the failure and proof of purchase (Sales Order number located on the bottom of the chair) and if necessary you may need to return the defective part, freight prepaid to 9to5 Seating for inspection, repair and/or replacement, together with a copy of original sales receipt. Labor and installation service is not covered under warranty. Please do not send parts without prior authorization.

Send Parts to:

9to5 Seating - Warranty Department
3211 Jack Northrop Avenue
Hawthorne, CA 90250

9to5 Seating will inspect the part in question, repair or replace at its option any defective part at no charge to the original purchaser and return defective item thereafter. This warranty does not apply to product or parts of product that have been subjected to misuse or abuse, accident, alteration, unauthorized repair or which have been damaged in transit. You agree to indemnify and hold harmless 9to5 Seating, its officers, directors, shareholders, employees, and agents from any actions, claims, demands, damages, liabilities, costs, and strict liability in tort or contract, or any other legal theory arising out of the misuse or abuse, alteration, or damage in transit of the product.

Limitation of Liability

Under no circumstance, including but not limited to breach of contract, breach of warranty or negligence, shall 9to5 Seating be liable for lost profits, loss of goodwill, stored data, general, special, consequential or exemplary damages, even if 9to5 Seating had notice of these damages or they were foreseeable. 9to5 Seating shall not be responsible for verifying dealer's or customer's description of needs, data, or the fitness for a particular purpose of goods. 9to5 Seating's Liability in all cases shall be limited to repair or replacement of the defective parts, or the purchase price of the product. Damages resulting from misuse, abuse, alteration, negligence, or accidents are not covered under this warranty.

9to5 Seating 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 9to5 Seating be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary damages.

EXCEPT AS OTHERWISE PROVIDED, 9to5 Seating MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ANSI/BIFMA

The Business and Institutional Furniture Manufacturer's Association (BIFMA) has developed tests which have been approved by the American National Standards Institute (ANSI) for determining the strength and durability of seating in its everyday use. This statement does not serve as a warranty or guarantee, however 9to5 Seating products found within this price list generally meet or exceed applicable BIFMA and ANSI standards.

Warranty Exceptions:

- Color-fastness or matching of colors, or textures occurring in leather, or other materials that naturally exhibit inherent color variations
- Product normal wear and tear, which is to be expected over the course of ownership
- Damage caused by the carrier in-transit, which will be handled as separate terms and/or claims against the carrier
- Damage caused by delivery/installation contractors, which will be handled as claims against the designated company
- Failures and damage which result from negligence, abuse, accident or misuse
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- The warranty is limited to replacement or repair and does not cover cost of transportation, labor or installation.
- Products exposed to extreme hot and cold temperatures or excessive dry environments
- Damage of textiles from exposure to sunlight and UV rays.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings

9to5 Seating reserves the right to make changes in design and construction or discontinue products without prior notice.

9to5 Seating reserve the right to make changes to the lifetime warranty or pricebook

Since textiles vary in weave, thickness and memory, some creasing and/or gathering may occur during the upholstery application process. Due to natural variations over which we have no control, all chairs are sold subject to minor irregularities of color, surface, grain, and texture. Textiles are sold subject to minor variations of color. Because leather is a natural product, variations of texture are common and should be expected. Leather will contain natural markings such as neck wrinkles, scratches, backbone marks and stretch marks. These distinctions give leather its unique characteristics and are considered to be part of the natural beauty of leather.

DIRTT ENVIRONMENTAL SOLUTIONS; INC

WARRANTY

15(a) DIRTT warrants the Products sold by DIRTT to be free from defects in material and workmanship in normal use and service. DIRTT will repair or replace any defective parts falling under this limited warranty for ten (10) years from the date of purchase and will be responsible for reasonable labor and shipping costs incident to repairing or replacing any such defective parts, subject to the exclusions set forth herein. This limited warranty does not cover any damage that occurs as a result of installation or normal wear and tear. This limited warranty will also not cover any damage from force majeure.

15(b) The benefits of this limited warranty shall extend only to the original end user of DIRTT Products purchased through Client, and not to any subsequent purchasers or third parties. Any Product, part, or component must have been installed, maintained and used in the manner in which they were intended according to DIRTT's published information at www.dirtt.net, in order to be eligible for coverage under this limited warranty and must not have been subject to misuse or abuse.

15(c) Dirt will repair or replace, at DIRTT's option, any part of the Product, or the entire Product, that is defective in material or workmanship in normal use and service. DIRTT may require inspection by a factory representative prior to any repairs or replacement. Pictures may also be needed to help DIRTT determine problem areas. The buyer must work through Client to make and resolve warranty claims.

15(d) The following are expressly excluded from this limited warranty:

Customer's Own Materials (COM) – Textiles. Finishes etc. DIRTT tests Customer's Own Material (COM) and other client-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials;

- (i) Maintenance of other manufacturers' products, except to pass through their warranty where applicable and where possible;
- (ii) Normal wear and tear;
- (iii) Natural variations in wood grain or the presence of character marks;
- (iv) Changes in surface finishes due to ageing or exposure to light;
- (v) The colorfastness or the matching of colures of textiles, including an exact match to cuttings or to watch cards;
- (vi) Products exposed to extreme environmental conditions or improper storage;
- (vii) Damage due to force majeure.

15(e) The following will void the limited warranty:

- (i) Failure to apply, install or maintain Products according to published DIRTT instructions and guidelines available at www.dirtt.net. (If you do not already have one, you may either request a password to gain access to these documents or have them emailed to you.);
- (ii) Any abuse, misuse, or accident involving the Products;
- (iii) Alteration or modification of the Products,

15(f) This limited warranty applies worldwide.

15(g) EXCEPT FOR THE EXPRESS WARRANTY CONTAINED HEREIN, DIRTT MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL OTHER WARRANTIES, HOWEVER ARISING, ARE HEREBY EXCLUDED. IN NO EVENT SHALL DIRTT BE LIABLE FOR ANY LOSS OF PROFITS OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF THE SAME, AND THE SOLE REMEDY OF CLIENT AND ITS CUSTOMERS SHALL BE, AT DIRTT'S ELECTION, REPAIR OR REPLACEMENT OF THE DEFECTIVE PART(S) OR PRODUCT(S) UNDER WARRANTY, OR THE RETURN OF ALL PAYMENTS RECEIVED BY DIRTT WITH RESPECT TO SUCH PRODUCT(S). THE REMEDIES SET FORTH IN THIS INSTRUMENT ARE EXCLUSIVE, AND THE LIABILITY OF DIRTT WITH RESPECT TO ANY CONTRACT OR SALE OR ANYTHING DONE IN CONNECTION THEREWITH, WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, OR OTHERWISE, SHALL NOT, EXCEPT AS EXPRESSLY PROVIDED HEREIN, EXCEED THE PRICE OF THE PRODUCT(S) ON WHICH SUCH LIABILITY IS BASED.

LIVE CHAT 

Most departments are available 8 am to 5 pm Monday to Friday except holidays.

HOT TOPICS

[Fire and Water Chests are Here!](#)

Product Warranty

FireKing File and Storage Cabinet Warranty

If a mechanical or operable part of the FireKing record container malfunctions or breaks down during normal use, FireKing, will at its option, repair or replace such part FREE as long as the original purchaser owns the product. Associated labor costs for the repair or replacement of these parts will be paid by FireKing for two (2) years from the date of purchase (with authorization in advance). In addition, in the event that a FireKing file is damaged in a fire, at any time while in the possession of the original purchaser, FireKing will replace the cabinet free of charge, and ship it freight collect to the original owner.

Warranty service is available by contacting your retail seller, or by contacting FireKing International Inc., 101 Security Parkway, New Albany, IN 47150. Fire King reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. Fire King disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. 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 have other rights as well, which will vary from state to state.

Patriot File Limited Warranty:

If a mechanical or operable part of the FireKing records container malfunctions or breaks down during normal use, FireKing, will at its option, repair or replace such part FREE for ten (10) years from original date of purchase while in the possession of the original owner. Associated labor costs for the repair or replacement of these parts will be paid by FireKing for two years from the date of purchase (with authorization in advance).

Warranty service is available by contacting your retail seller, or by contacting FireKing International LLC., 101 Security Parkway, New Albany, IN 47150. FireKing reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. FireKing disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. 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 have other rights as well, which will vary from state to state.

FireKing MediaVault Limited Warranty

If a mechanical or operable part of the FireKing Media Vault malfunctions or breaks down during normal use, FireKing, will at its option, repair or replace such part FREE for three (3) years from the date of purchase.

Warranty excludes customer neglect or abuse, robbery attempt, burglary, vandalism or other criminal conduct, environmental factors (such as fire, water damage, wind), acts of God, lightning or power spikes or surges or modifications not made by FireKing. Any failure resulting in the use of unapproved lubricants, cleaning liquids or solvents and/or liquid spills are not covered under warranty. Failure resulting in the relocation of equipment by non FireKing technicians is not covered under warranty.

Warranty service is available by contacting your retail seller or by contacting FireKing at 101 Security Parkway, New Albany IN 47150. FireKing reserves the right to have a representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. FireKing disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. 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 have other rights as well, which will vary from state to state.

FireKing Safes Limited Warranty:

If a mechanical or operable part of a FireKing safe malfunctions or breaks down during normal use, FireKing International will at our option, repair or replace said part free for a period of one (1) year from the date of purchase.

Warranty excludes customer neglect or abuse, robbery attempt, burglary, vandalism or other criminal conduct, environmental factors (such as fire, water damage, wind), acts of God, lightning or power spikes or surges or modifications not made by FireKing. Any failure resulting in the use of unapproved lubricants, cleaning liquids or solvents and/or liquid spills are not covered under warranty. Failure resulting in the relocation of equipment by non FireKing technicians is not covered under warranty.

FireKing safes (other than data safes) are protected by a lifetime guarantee for free replacement in the event of damage by fire. In the event that a FireKing safe is damaged in a fire, at any time while in the possession of the original purchaser, FireKing International will replace the safe free of charge and ship it freight collect to the owner.

Warranty service is available by contacting your retail seller, or by contacting FireKing International at 1-800-457-2424. FireKing International reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. FireKing disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well, which will vary from state to state.

Gary Safe Limited Warranty:

If a mechanical, electronic, or operable part of a Gary Safe malfunctions or breaks down during normal use, FireKing Security Products (FKSP) will, at our option, repair or replace such part free for a period of one year from the date of installation. EX0915, LT1507, HS1207 safes and external devices not manufactured by FKSP (such as transformers and UPS devices) are warranted for only 90 days from the date of purchase.

Warranty excludes customer neglect or abuse, robbery attempt, burglary, vandalism or other criminal conduct, environmental factors (such as fire, water damage, wind), acts of God, lightning or power spikes or surges or modifications not made by Gary. Any failure resulting in the use of unapproved lubricants, cleaning liquids or solvents and/or liquid spills are not covered under warranty. Failure resulting in the relocation of equipment by non-Gary technicians is not covered under warranty.

Warranty service is available by contacting your dealer or by contacting FKSP Technical Service at 1.800.452.4655. FKSP reserves the right to have its representative inspect any product or part to honor any claim and to receive a purchase receipt or other proof of original purchase before any warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the merchantability and fitness for a particular purpose are excluded, except as stated above. FKSP disclaims all liabilities or incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well which vary from state to state

SureSeal Limited Warranty:

FireKing International, LLC. ("FireKing") warrants that for a period of seven (7) years from the date of purchase, this product will be free from structural or mechanical defects resulting from materials or workmanship. FireKing, at its sole option and as the purchaser's sole remedy under this warranty, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement or repair will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. THIS IS YOUR EXCLUSIVE WARRANTY.

This warranty is only valid for the original retail purchaser from the date of initial retail purchase and is not transferable. You must keep the original sales receipt. Proof of purchase is required to obtain warrant service.

This warranty does not apply to the finish on the product. This warranty does not cover normal wear and tear of parts or damage resulting from any of the following negligent use or misuse of the product, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than FireKing or an authorized service center, improper installation, or exposure to extremes of heat or humidity. Further, the warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes.

FireKing shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty or otherwise relating to the sale of this product; damage or loss of the contents of the product, nor for the unauthorized removal of the contents; or damages incurred during shipment.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FIREKING INTERNATIONAL, LLC. DISCLAIMS ANY AND ALL OTHER COVENANTS AND WARRANTIES.

Except to the extent prohibited by applicable law, any implied warrant of merchantability or fitness for a

particular purpose is limited in duration to the duration of the above warranty period. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state, or province to province, or jurisdiction to jurisdiction.

Hercules Limited Warranty:

FireKing International, LLC. ("FireKing") warrants that for a period of five (5) years from the date of purchase, this product will be free from structural or mechanical defects resulting from materials or workmanship. FireKing, at its sole option and as the purchaser's sole remedy under this warranty, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement or repair will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. **THIS IS YOUR EXCLUSIVE WARRANTY.**

This warranty is only valid for the original retail purchaser from the date of initial retail purchase and is not transferable. You must keep the original sales receipt. Proof of purchase is required to obtain warranty service.

This warranty does not apply to the finish on the product. This warranty does not cover normal wear and tear of parts or damage resulting from any of the following: negligent use or misuse of the product, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than FireKing or an authorized service center, improper installation, or exposure to extremes of heat or humidity. Further, the warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes.

FireKing shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty or otherwise relating to the sale of this product. FireKing is also not responsible for: costs associated with removing or installing the product; damage or loss of the contents of the product; nor for the unauthorized removal of the contents; or damages incurred during shipment.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FIREKING INTERNATIONAL, LLC. DISCLAIMS ANY AND ALL OTHER COVENANTS AND WARRANTIES.

Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty period. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, or province to province, or jurisdiction to jurisdiction.



LaHarpe's Overview

Company Overview

- LaHarpe's Office Furniture was founded by Russell H. Matchett in 1975
- LaHarpe's has been located in the River Market area since it was founded
- Rusty Matchett became Principal of LaHarpe's in 2000
- Suzanne Matchett-Hicks, Vice President of LaHarpe's
- Steady growing volume
- Over 120 partnerships or alliances
- Once sales office and three warehouse locations in Little Rock
- 2002 sales of \$7.5 million

History

LaHarpe's Office Furniture, Little Rock, Arkansas, founded in 1974 as one of the first furniture dealerships in the country to represent Knoll as the lead manufacturer. From its three original employees, the company has grown and expanded significantly over the past twenty-eight years. Today, LaHarpe's consistently ranks as one of the largest Knoll Dealers in the Southwest. The growth of our company is evident in many ways.

LaHarpe's was established on the philosophy of integrating quality office furnishings, innovative ideas with affordable prices, honesty and customer service. We have developed close business relationships with our customers, manufacturers and architects that define our dealership.



LaHarpe's Overview

Location

LaHarpe's is located in the popular historical River Market District in downtown Little Rock, Arkansas. Our showroom and sales office occupies over 15,000 square feet and services the entire state of Arkansas. LaHarpe's Office Furniture has (3) three warehouses in Central Arkansas.

Sales Office & Showroom

LaHarpe's Office Furniture
318 President Clinton Avenue
Little Rock, AR 72201
Telephone: 501.372.6684
Fax: 501.372.3459

Warehouse

2328 Cantrell Road
Little Rock, AR 72202

7400 Enmar Drive, Suite B
Little Rock, AR 72209

318 East Markham
Little Rock, AR 72201



LaHarpe's Expertise

Comprehensive Service

- Custom Design
 - Work Space Management and Planning
 - ~~Client Workflow/Traffic Management~~
 - Space Planning
 - Inventory Application
 - Order Planning for Installation and Shipping Logistics
 - Typical Development
- Specialized Application Experience
 - Banking & Finance
 - Call Centers
 - Corporate & Executive Offices
 - Medical Office & Waiting Areas
 - Custom Products
 - Libraries
- CAD Design Technology
 - AutoCAD 2007
 - Giza Design
 - CAPS 2020
- Processing System
 - Automated DDMS
 - Pricing
 - Ordering
 - Processing & Tracking
 - Invoicing



LaHarpe's Expertise

Comprehensive Service

- Facility Management
 - Inventory Services
 - Warehousing
 - Storage - Temporary & Long Term
 - Moving Existing Product
- Develop Standard Typical
 - Single Office
 - Multi-phased Projects
 - Reconfigure Existing
- After Sales Service
 - Occupancy/Vacancy Report
 - Employee Orientation
 - Manage Manufacturers Warranty
 - Service Tracking
- Rental
 - Short Term & Long Term
- Leasing Programs
 - Knoll Partners
- Maintenance Programs
 - Cleaning & Fabric Protection
 - Re-upholstery & Refurbish
 - Update Existing Stock of Panels
 - Repaint/Refinish Components



LaHarpe's Expertise

Depth of Dealership

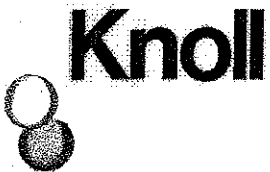
Our strategic growth plan is based on the addition of services that complement our product offerings to provide our clients with a comprehensive range of products and services.

- National Rental Program: LaHarpe's has available rental solutions which provide a broad range of rental options for installation in the Little Rock area
- Relocation Consulting: Our company operates relocation services, a division providing move/relocation consulting services for both internal and external moves
- Leasing: Working with Knoll's leasing partner, LaHarpe's can provide detailed information on this program upon request

The depth of our services is complemented by the experienced personnel that provide every aspect of support to our client base. From seasoned sales associates to sales support personnel, complete design services, and installation management teams, LaHarpe's has a proven track record in our marketplace of providing the service levels required for challenging, fast-paced projects.

Inventory Management

LaHarpe's Office Furniture has the ability to plan assets for future projects that can become a coordinated effort to effectively manage the available inventories to reduce new furniture expenditures. In addition to the managed inventories, LaHarpe's, through Knoll's trade-up program and other resources, can offer the possibility of liquidating existing office furniture at competitive rates.



LaHarpe's Expertise

Space Planning

LaHarpe's Office Furniture has a complete design department of seven full-time employees with over 100 years of combined industry experience, with degrees in interior design, industrial technology and AutoCAD/space planning. Each employee has proven track records in planning the selection and specification process of office furniture to meet the customer's needs and space.

This planning is performed on AutoCAD software programs, which not only produce the graphic representations, but also build the bill of material for the required office furniture. These systems take the pull information from electronic catalogs to capture the pricing, pattern numbers, and finish selection in a SIF file (Standard Interchange Format), and therefore can transfer directly into the order entry system. This enhances the speed and accuracy of this process.

Installation Services

In efforts to enhance team capabilities, our employees stay current with new furniture offerings by meeting weekly to trade information and share experiences.

LaHarpe's Office Furniture is a fully certified installing Dealer of Knoll products. LaHarpe's is committed to excellence in customer satisfaction of their furniture purchase. In addition to installation services of new office furniture, LaHarpe's offers project management, repair, touch-up, relocation, delivery, inter-market coordination, and shipping and maintenance programs all supplied by LaHarpe's employees.



LaHarpe's Expertise

Installation Services

LaHarpe's Provides

- Project Management: Planning and communication with facility and construction personnel (carpeting, electrical, computer, technical, etc.)
- Pre-install meeting at installation site or sites chosen by customer
- Installation available **(7) seven days a week** (additional charges may apply)
- Assembly of products by factory trained/authorized personnel in accordance with manufacturer's specification to conform with final **(approved)** drawings
- Will receive delivery at designated site & inventory of shipment
- Identification of missing/incorrect items
- Inspection of product for manufacturing defects and shipping damage
- Placing product in correct location ready for installation (inside delivery)
- Unpacking of product & trash removal
- Filing freight claims & placing service orders
- Post-install walk through
- Coordination of service orders; receiving and installation
- Returning any incorrect items to manufacturer
- Support of manufacturers warranty on **parts** due to manufacturing error
- Support of manufacturers warranty on **labor** for additional service beyond original installation and follow-up service work including minor adjustments
- Optional temporary storage of up to 30 days after receipt of product (additional charges may apply)
- Optional storage of additional product (additional charges may apply)



LaHarpe's Expertise

Installation Services

Customer Provides

- Final (approved) drawings
- Installation site service (heat, electric, elevator service, electrical/data connections)
- Location for receipt of delivery, adequate storage space and staging area
- Security passes if required



LaHarpe's Partnerships & Alliances

Preferred Partners

- Abco
- AGI
- Anderson Hickey
- Anthro Corp
- Anzea
- Architex
- Ashley Millineum
- Aspen
- Belcase
- Benchcraft
- Berco
- Bernards
- Bernhardt
- Best Chairs
- Bevis
- BFDI
- Biofit
- Borroughs
- Bretford
- Burch
- Carnegie
- Canadiana
- CF Stinson
- Chairworks
- Chromcraft
- Claridge
- Clayton Marcus
- Coaster
- Community
- Coral of Chicago
- Council
- Creative Wood
- Dauphin
- David Edward
- Designtex
- DMI
- Eagle
- EFI
- Egan Visual
- Fairfield
- Falcon
- FireKing
- First Source
- Fulmarque
- Globe
- Goldharp
- Guilford of Maine
- Hale
- HBF
- Hickory Leather
- Highpoint
- Home Tech
- HON
- Hooker
- Howe
- Indiana Desk
- Intellicorp
- Intellispace
- IF
- Invisions
- Inwood
- ISE
- Jasper
- JDTI
- Jhane Barnes
- JSI
- K & K
- KI
- Knoll
- KnollTextiles
- Lacasse
- Landscape Forms
- La-Z-Boy
- Litecorp
- Liz Jordan Hill
- Lowenstein
- Luna
- Maharam
- Mayer
- Mayline
- Microcenter
- Midcontinent
- Momentum
- MTS



LaHarpe's Partnerships & Alliances

Preferred Partners

- National
- Neutral Posture
- Nevers
- Nevins
- Nightingale
- Nucraft
- NVisions
- Office Master
- OFS
- Pallas
- Parker Southern
- Paul Brayton
- Peter Pepper
- Planto
- Robert Allen
- Safeco
- Sam Moore
- Schumacher
- Shelby Williams
- Sina Pearson
- Sirco
- St. Timothy
- Stratford Hall
- Stylex
- Tensco
- Thomasville
- Thonet
- Tiffany
- Tract Seating
- Tuff Edge
- Unika Vaev
- United Chair
- Universal
- Vertiflex
- Virco
- WGI
- Williams Chair
- Willow Tex
- Workspace



LaHarpe's Experience

Current Projects

Wright Lindsey Jennings, LLP

Vicky Wilson

Little Rock, AR

501.212.1312

- Three floor project is in the ordering stage
- 90 workstations, private offices
- Multi-conference rooms

Arvest Central Bank

Charlotte Clifton

Little Rock, AR

501.379.7246

- Chenal Branch
- University Tower Branch
- Quapaw Branch
- Bryant Branch
- River Market Branch

Winrock International

Mr. Gary Greene

Director of Facility Management

Little Rock, AK

501.727.5435

- LEED Project Awarded January 2004
- 75 workstations
- Multi Conference Rooms



LaHarpe's Experience

Projects

Dillard's Corporate Offices in Little Rock

Colby Ruple

Little Rock, AR

501.376.5151

- 900 workstations, private offices, multi conference rooms
- Lobby, cafeteria and outside furniture

Arkansas Electric Cooperative Corporation

Steve Sharp

Little Rock, AR

501.570.2467

- 300+ private offices KnollReff

University of Arkansas Medical Science at Little Rock

Claire Denham

Little Rock, AR

501.296.1046

- Five year pricing agreement with Knoll
- Recent projects include: Medical Records, Carti, and Center on Aging



LaHarpe's Experience

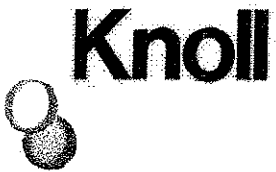
Knoll Projects / Central Arkansas

* Please note the following list of some of our significant installs we have completed over the past few years:

- Edgewater Technology
- Huckabay Law Firm
- Intellimark
- Simmons First Bank
- Arkansas State Legislative Audit
- Arkansas State Capitol
- Arkansas Department of Special Education
- North Point Ford
- Crain Automotive
Conway and Little Rock
- Arkansas Transit Authority
- State Police Headquarters – Little Rock, AR
- AASIS

Knoll Projects / Northwest Arkansas

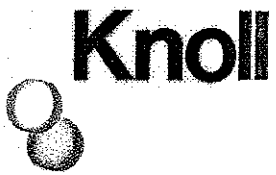
- Arkansas Tech University
Ross Pendergraf Library
- Springdale Public Library
- United State Post Office
Dickson Street Location
- University of Arkansas
Mullins Library
- University of Arkansas Medical science
AHEC



LaHarpe's Experience

Knoll Projects / South Arkansas

- Crossett Public Library
- University of Arkansas Medical Science
- AHEC
- Deltic Timber
- First National Bank of Magnolia
- State Police Headquarters – Hope ,AR
- University of Arkansas at Pine Bluff
- NCTR- Jefferson, AR
- AASIS



Project Award

Construction Meeting

• Open Lines for Communication

• Track Form

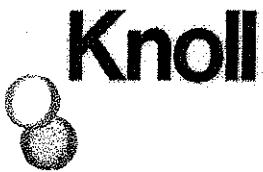
• Knoll Project Management Guide

• Background Data (see examples below)

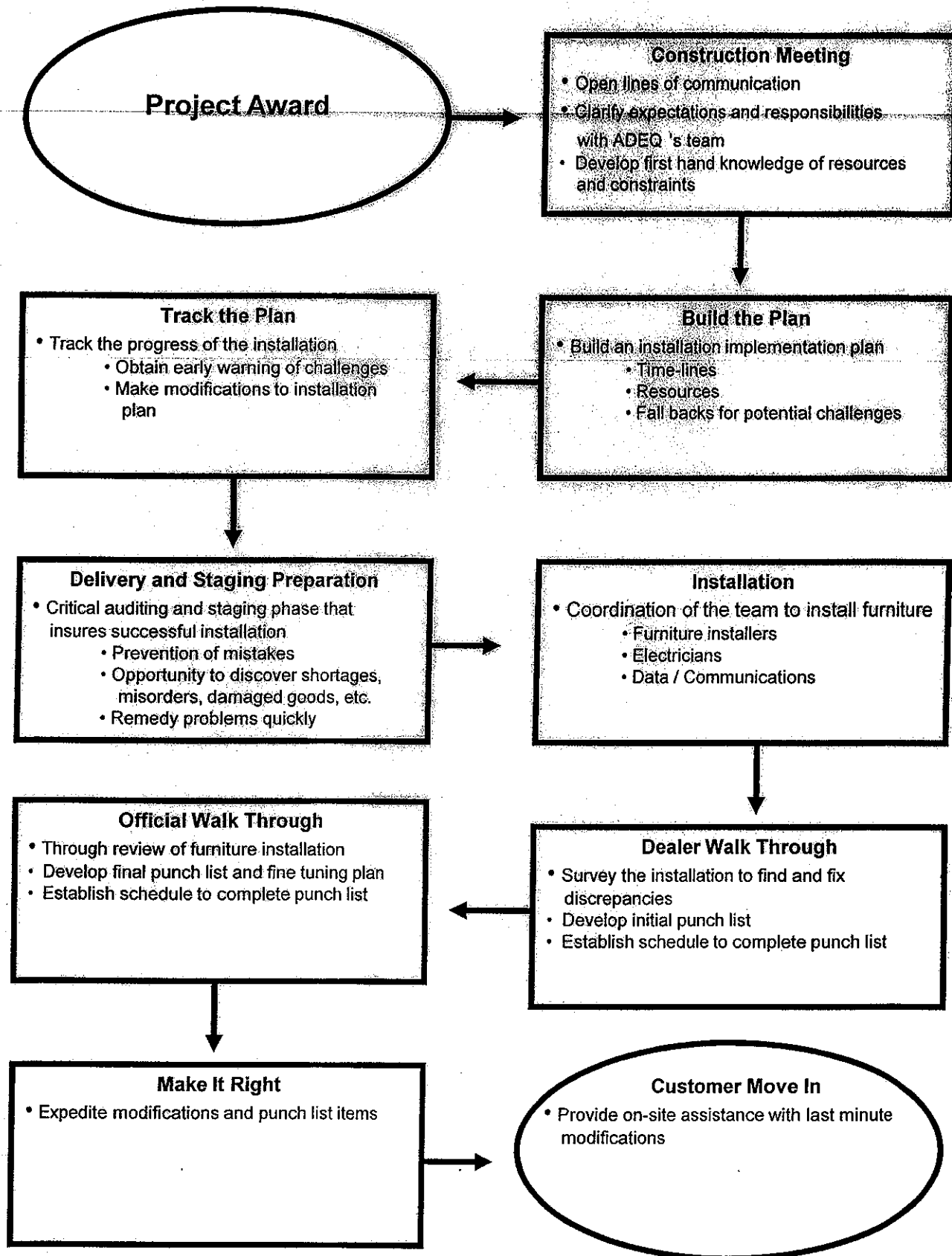
- Architect
- Contractor
- End-user Project Coordinators
- Electrical Contractor
- Data / Communications Contractors
- Other Key Project Partners

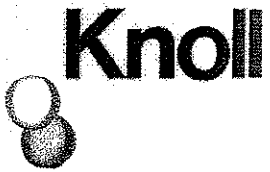
• Clarify Exceptions and Responsibilities with ADEQ Team

- Electrical Installation Responsibility
- Telephone and Cable Installation Responsibility
- Trash Removal / Recycling
- Warehousing and Storage
- Installation Date
- Specification Responsibilities
- Other Key Responsibilities
- Develop First Hand Knowledge of Resources and Constraints
- Number and Availability of Freight Elevators
- Access and Clearance to Dock(s)
- Safety Requirements
- Insurance Requirements



LaHarpe's The Process





Track the Plan

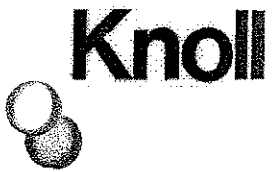
- Track the Progress of the Installation
 - Obtain Early Warning of Challenges
 - Check Field Dimensions
 - Follow-up on Vendors (e.g. Wallpaper, Carpet, Paint, Electrical, etc)
- Make Modifications to Installation Plan
 - Change Orders
 - Time-line Modifications
 - Drawing Corrections

Delivery and Staging Preparation

- Critical Auditing and Staging Phase that Insures Successful Installation
- Prevention of Mistakes
- Inventory Received Product to Identify Shortages
- Audit Inventory a Time of Staging
- Remedy Problems Quickly
- Expedite Shipment of Shortages, Misorders, and Damaged Product

Installation

- Coordination of the Team to Install Furniture
- Furniture Installers
- Receiving and Staging Team
- Panel Installation Team
- Component Installation Team
- Clean-up Team / Recycling
- Electricians
- Data / Communications



Dealer Walk Through

- Survey the Installation to Find and Fix Discrepancies
- Verify Locking Mechanisms are Operational
- Panels Straight and Level
- Electrical Connections Complete
- Components Level and Securely Fastened
- Product Clean and Damage Free
- Develop Initial Punch List
- Establish Schedule to Complete Punch List

Official Walk Through

- Through Review of Furniture Installation
- Develop Final Punch List and Fine Tuning Plan
- Establish Schedule to Complete Punch List

Make It Right

- Expedite Modifications and Punch List Items

Customer Move In

- Provide On-site Assistance with Last Minute Modifications



Knoll / LaHarpe's Team

Account Team

Tom Kelly, Sales Representative, Knoll, Inc.

Tom's role is to provide day-to-day client relationship management. He is Clinton Presidential Center's first point of contact regarding our proposal, pricing, products and services. Tom has been with Knoll for four years, and in the contract furniture industry for four years. He has worked with Knoll clients such as KPMG, Dillard's, Siemens, Wright, Lindsey, Jennings, and UAMS.

Rusty Matchett, Principal, LaHarpe's

As Principle and part owner of Knoll's dealer partner, Rusty will work closely with Tom and the Clinton Presidential Center team to ensure a successful project. At Rusty's direction, his staff at LaHarpe's will provide all order specifications and drawings, necessary field measurements, and installation services. Rusty will attend all meetings relating to the project. Rusty has been in the systems furniture business for 25 years and 23 of those years associated with Knoll.

Rusty's father, the late Mr. Russ Matchett started LaHarpe's Office Furniture in 1974 and led its growth into a company of 30+ employees. Mr. Russ Matchett passed away in early 2000, at that time Rusty took the helm along with his sister, Suzanne Hicks, V.P., this team made 2001 the best year in the history of LaHarpe's. Rusty is an Arkansas native and attended the University of Arkansas in Fayetteville where he obtained his degree in Business Administration.

Creig Lance, AutoCAD/Designer, LaHarpe's Office Furniture

Creig has 14 years experience in the systems furniture industry as a space planner. Creig works closely with the sales representatives, project manager, and the customer to determine the best possible furniture solution. Creig has determined that this close relationship is the only way to make a project successful.

Creig attended University of Central Arkansas in Conway, Arkansas, where he obtained his degree in Industrial Technology. Before joining LaHarpe's Office Furniture he worked as a Manufacturing Engineer. Creig has a broad knowledge based from which to draw.