

GENERAL INFORMATION

Terms and Conditions

Net 30 days. A late payment charge of 1% per month will be applied on overdue invoices. This charge will be pro-rated to the number of days past 30 days that the invoice is overdue. Prices include shipping to a Krug territorial warehouse. All applicable sales taxes are extra. Distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Krug dealers. Acceptance of any order and terms of sale may be established at the discretion of Krug. Deposits are required on orders received from new accounts as well as on large or special orders. Krug reserves the right to discontinue designs, or to change designs, construction, prices, or materials without notice.

Customer Service Hours

Please note Customer Service hours are:
8:30 am to 5:00 pm est
1.888.578.KRUG
1.519.748.5177 fax

Order Acknowledgements

Each order will be acknowledged via email or fax. This acknowledgement is the final agreement between Krug and the customer, superseding all previous communications regarding the purchase order. Where there is a discrepancy on a purchase order between a product code and a description, Krug will make every effort to resolve the discrepancy, but will be ruled by the product code ordered. Please check all acknowledgements for accuracy, and advise Krug of any discrepancies with a purchase order.

Cancellation

A cancellation can be made only by expressed agreement with Krug. A cancellation fee may be incurred for restocking.

Dimensions

Dimensions are in inches and approximate, and subject to change without notice. Contact Customer Service if dimensions are critical.

Blanket Wrapping

Krug will blanket wrap seating orders at a customer's request. Please indicate on your purchase order and contact Customer Service.

Storage Charges

Krug reserves the right to assess a nominal storage charge if a customer does not accept shipment of an order within a week of the ship date.

Contact Information

Phone: 1.888.578.KRUG
Fax: 1.519.748.5177
Purchase Order Fax: 1-888-236-4783
Web: www.krug.ca
Email: solutions@krug.ca

Installation Support

For assistance please contact Customer Service at 1-888-578-5784 and you will be directed to the appropriate installation support person.

Pricing

Krug endeavors to ensure that all prices in this price list reflect accurately our current prices. However, errors do occur and will be rectified through notices to the field. Krug reserves the right to acknowledge pricing that may be different from the price list.

Warranty

Krug warrants the construction and the finish of all our products to be free from defects in materials and workmanship for a period of 10 years from the date of purchase. This warranty does not apply to components not manufactured by Krug including textiles, which are subject to the specific warranties of those manufacturers, if any. Textile (fabric, leather, vinyl, or any other covering material) suppliers do not guarantee their products for durability and color fastness, and nor does Krug. Casters, mechanical and electrical components have a warranty of five years from the date of purchase. The Krug warranty does not apply to COM-specified materials, damage caused by a carrier other than Krug, or variation in wood finishes due to natural wood color variation. Krug cannot be held

responsible for variations in fabric dye lots from order to order. All fabric is carefully inspected when it is received, but a degree of variation in color should be expected. Repair or replacement of any defect covered by the Krug warranty will be made at no charge to the original purchaser during the warranty period.

This warranty policy does not apply to defects resulting from negligence, misuse, alteration, improper cleaning, stains or accidents. Krug's judgement will be final in all matters concerning the condition of the furniture, the cause or nature of the defect, and the necessity or manner of repair.

Although Krug ensures the highest quality workmanship in all of its products, Krug does not warranty against normal wear, fading, or damage that has occurred during the life of Krug leather upholstery. All leather pulls with use, especially in soft seating applications. Puddling and stretching is generated by repeated use and is a hallmark of genuine leather and not considered a defect.

Krug is not responsible for the damage or degradation of product that may occur due to extreme hot or cold temperatures after it has left Krug.

Krug product should not be exposed to any extreme hot or cold temperatures during its life. All products should be stored in climate-controlled warehousing and should be transported on climate-controlled trailers and containers, in order to protect its integrity. Trailers and containers should not be used for storage of products. Products should remain in a climate-controlled environment until the time that transport commences, and should be moved into a climate-controlled environment as soon as transport is completed. Exposure to extreme heat or cold temperatures voids the Krug warranty.

This warranty applies to products sold in North America only, and is made by Krug only to the original purchasers acquiring our products through authorized Krug dealers, directly from Krug, or from others specifically authorized to sell our products. Exceptions to Krug's 10 year warranty

GENERAL INFORMATION

EFFECTIVE MARCH 1, 2008 A PRICE INCREASE OF 5% WILL APPLY TO ALL PRODUCTS IN THIS PRICE LIST

program include Thelma and Louise stacking chairs which have a limited warranty of one year, as well as Capri stacking chairs which have a limited warranty of two years from the date of purchase. Seating products intended for 24 hour usage receive a warranty of 3 years from date of purchase.

Export Packaging

Krug is pleased to provide the option for export packaging on all our products, to provide additional protection from damage.

Export packaging is provided at an upcharge of 5% of the net selling price per item.

Export Packaging is STRONGLY RECOMMENDED for:

- (A) all shipments outside of the lower 48 states and Canada
- (B) all shipments that will be held in storage for an extended period prior to installation

Important: Please note that Krug will not be responsible for damage claims on product shipped or stored in the above conditions but where export packaging has not been utilized.

Please contact Customer Service for specifications or any other assistance regarding export packaging.

Freight Terms and Conditions

1. All product is shipped FOB the Krug factory, with freight pre-paid to the destination (dealer's dock or territorial warehouse). Customers must select a standard delivery location for their orders.
2. Docks at the selected delivery location must be equipped to handle a 53' trailer.
3. When a Krug territorial warehouse is selected as the default delivery location, it is understood that Krug pays freight cost to the territorial warehouse only, and no further. The Customer is responsible for all charges from this point.

4. Krug utilizes truck carriers that are dedicated office furniture specialists.

5. For all deliveries, it is understood that Krug or its agent is making a dock delivery only (equipped to handle a 53' trailer), and any further work of truck unloading, delivery beyond the dock, installation, and removal of packaging is not authorized or paid for by Krug.

6. Drop shipments to the installation site, and timed deliveries, are available on larger shipments (full truckloads or slightly less) at no additional charge. Drop shipments or timed deliveries for smaller shipments may not be available, or if available will require a surcharge. Deliveries on an after hours basis, or on weekends, or any other special requirements, may be subject to a surcharge. Location and contact information, and the requested time of delivery, is required at least one week prior to the acknowledged shipment date. If this information is not provided one week in advance, or if the location or time of the drop shipment is changed less than one week in advance, a surcharge may be applied, and/or the drop shipment may not be scheduled.

7. For all deliveries - whether to the Customer location or drop shipment - any circumstances that result in the delay of our carrier (including unsuitable receiving facilities, or facilities not open or available), service charges will be applied at the rate of \$75/hour. Where re-delivery is necessary because of these circumstances, the full cost of re-delivery will be charged.

Testing

All management seating meets or exceeds the testing requirements of ANSI/BIFMA X5.5-1998. All lounge seating meets or exceeds the testing requirements of ANSI/BIFMA FNAE-80-214A.



Customer Satisfaction

It is the primary goal of Krug and our staff to ensure the complete satisfaction of our customers with our products and performance. If a problem arises with a Krug product after the expiration of the limited warranty period, Krug will exercise its best efforts to achieve the satisfaction of the customer in a manner that is fair to all concerned.

Damaged Shipments

All Krug product is well engineered, carefully inspected, and expertly loaded onto our trucks at our Distribution Center. If you receive any damaged freight, we ask that you do not refuse the shipment. Krug is not responsible for damage to goods that occurs in transit or storage. It is the purchaser and/or receiver's responsibility to examine the goods upon receipt and to notify Krug of any damages, overages or shortages. Any discrepancies should be noted on the Bill of Lading. The delivering carrier will not accept responsibility for shortages or damages if signed "clear." Notification of concealed damage claims must be made to Krug Distribution within 5 days of delivery, along with digital pictures if available. All product and packaging must be available for inspection. Krug liability ceases after 5 business days and Krug will not be responsible for concealed damages if shipments are left unopened. Krug is not responsible for the condition of product that is stored or installed in an environment where temperature and humidity are not controlled.

Field Product Report Authorization

Krug's written authorization, in the form of an FPR number, must be obtained prior to incurring charges of any kind if Krug is expected to pay these charges. This includes authorization for field repairs and replacements, installation and delivery charges. Krug reserves the right to have its representative inspect product related to any request for such authorizations, prior to that

GENERAL INFORMATION

authorization being provided.

Deductions from invoices paid for any charges to Krug, without prior written authorization in the form of an FPR, will not be accepted. Digital photographs may be required to complete the FPR process.

Returns

No merchandise may be returned without Krug's prior written consent. In the event of an authorized return, a Field Product Report (FPR) number will be issued, and a restocking charge will apply. Return transportation charges must be prepaid. Unauthorized returns will not be accepted and will be returned freight collect. All merchandise being returned must be properly packaged in its original or comparable replacement packaging to ensure protection of the product during handling and transportation. Returns on orders duplicated by the customer must be received in their original packaging to be accepted.

Product being returned where Krug has authorized its liability for replacement or repair will be thoroughly inspected on its return, and the results compared to the reason for the return stated on the FPR. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

Custom Capabilities

Over 15% of our orders involve some type of custom work, and we invite our customers to make use of our extensive capabilities.

These include:

- 1) Dimensional customization of standard size products
- 2) Custom finishes
- 3) For larger orders, completely custom-designed products, as well as non-standard wood species can be specified.

Custom orders may require additional production lead times. Contact Customer Service for more information.

Care and Maintenance

Wood Finishes

Although Krug's extensive finishing process ensures a durable finish on all our products, there are several steps that can be taken to protect and prolong the life and beauty of the finish. Dust only with a clean, dry cloth, going with the grain. Clean any marks with a damp cloth, using a small quantity of mild soap or detergent.

Do not use any wax-based polish, spray or silicone. Eventually, a film will build up and discolor the top. Do not place your furniture in a position of permanent exposure to direct sunlight.

Frosted Glass

Krug frosted glass doors, tabletops, modesty panels and privacy screens are susceptible to finger print grease residue when the frosted side of the glass is touched. If possible wear latex gloves when installing or moving frosted glass.

To clean simply wipe with an ammonia based cleaner using a microfiber cloth. The key in cleaning frosted glass is to clean the whole inside surface so that it will appear uniform with no streaking. Frosted glass is cleaned basically the same way as regular glass but the inside frosted surface may need to be wiped a couple of times in order to get all of the dirt/grease out of the fine pores.

Leather

Leather is a natural product and requires very little care during use. Most stains can be removed with a clean dry cloth. For stubborn spots and stains, use a mild non-detergent cleaner, rinse well and let air dry naturally. Do not use saddle soap, cleaning solvents, furniture polish, oils, varnish, abrasive cleaners, soaps or ammonia waters.

Fabric Upholstery

Professional upholstery cleaning is recommended.