

GENERAL INFORMATION

COMPANY OVERVIEW

TERMS OF SALE

ENVIRONMENTAL MISSION STATEMENT

SHIPPING INFORMATION

Overview

General Information

History

Colecraft has been making innovative designed, superior-crafted commercial furniture since 1953. Our continued growth is the result of a company-wide commitment to quality and innovation. We pride ourselves on the long-term partnerships we have with our dealers, clients, suppliers, and employees. Colecraft manufacturing and corporate facilities are located in Jamestown, NY.

People

Colecraft is comprised of a closely knit team of hard-working and highly-skilled people who take pride in their work. We value design, innovation and craftsmanship. Continuous improvement is a core commitment.

Craftsmanship

The Art of Detail™

Skilled craftsmanship and modern manufacturing processes deliver superior quality products to our clients. Wood veneers are hand selected for match and balance and laid-up by order. Our Craftsmen individually fit miters and hand-sand all surfaces to ensure a perfect fit. Finishes are skillfully applied to perfectly sanded veneers, resulting in a durable protective coating that enhances the inherent natural beauty of wood.

Capabilities

Our design, engineering, and manufacturing processes have been built for quality and flexibility. Our broad range of capabilities include wood, veneers, laminates, solid surface materials, glass, stone and metal.

Service

Colecraft provides detailed quotations, shop drawings, photo-realistic renderings and custom finish samples as part of our presale service. We generate ideas, providing creative solutions at every step.

Sustainability

Colecraft's dedication to environmental stewardship is a part of our core philosophy and has been since our inception.

Terms of Sale

Address:

Colecraft Commercial Furnishings 1021 Allen Street
Jamestown, NY 14701

Telephone, Fax & Internet:

Telephone: (716) 488-2810 Toll Free: (844) 500-9356
Fax: (716) 488-2824 Website: www.colecraftcf.com
Email: info@colecraftcf.com

Ordering Procedure:

All orders must be submitted in writing via e-mail at orders@colecraftcf.com . Duplicate orders are the client's responsibility. For standard product, order by model number(s) and finish code along with a brief description of the products being ordered. For custom order, order by quote number. Please scan and attach quote to the Purchase Order. Receipt of Purchase Order (Pre-Acknowledgement) will be sent promptly. Final Acknowledgement with ship date will be sent upon completion of down payment and signed specification drawings if applicable. Please check the accuracy of your order acknowledgment.

It is the customer's responsibility to inform Colecraft of any discrepancies within 5 working days from the acknowledgment date.

Custom Orders:

A 50% down payment is required on all custom orders, with the balance due Net 30 Days.

Custom orders will not be scheduled until the down-payment is received and final specification drawings approved and signed off by the customer. To request custom product pricing email quotes@colecraftcf.com.

Intellectual Property Ownership:

All designs, and specifications shown in all catalogs, brochures, literature, drawings, or engineering prints remain the exclusive property of Colecraft Commercial Furnishings and cannot be reproduced, posted, duplicated or shared in any manner without the expressed, written consent from Colecraft.

Credit, Pricing and Payment:

Standard catalog terms are Net 30 Days. Standard orders exceeding \$20,000 net will require a 50% down payment. Custom orders require a down payment of 50%. Any shipment less than \$2,000.00 net will be assessed a handling charge of \$250.00 net. All orders are subject to prior credit approval. Catalog pricing shown is at "List Price". Prices are subject to change without notice. A 1.5% per month service charge will be added to past due accounts.

Price & Product Changes:

Quoted prices must be accepted within days or re-quoted. Colecraft reserves the right to change pricing, specifications, dimensions and finishes without notice. Colecraft also reserves the right to make product modifications and improvements at any time without notice. Typing and clerical errors on any agreement, publication, quotation or price list are subject to correction without notice.

Changes, Cancellations, Storage & Returns:

If orders are changed, customers will be charged \$200 net plus all incremental material and production costs. If orders are canceled, customers will be charged the total accumulated cost of the project (design, engineering, tooling, materials & labor) up to the time of cancellation plus a \$500 net cancellation charge. If the customer is unable to take delivery when the merchandise has been scheduled to ship by Colecraft, storage and extra freight will be at customer's expense. Billing cycle shall be remain in effect from original scheduled ship date. Products cannot be returned without prior written authorization. To be eligible for acceptance, products must carry a pre-authorized label, be properly packaged and be received in good condition. Returns will not be considered after 30 days from the original shipment date. Re-stocking charges will be a minimum of 50% plus freight costs.

Shipments, Packaging & Crating:

Any location east of the Mississippi River (EXCLUDING METRO NYC) Freight is Pre-Paid and is included in list price. (LTL delivery to an acceptable dock). Metropolitan NYC Freight is calculated on case by case basis (cross-docking, prevailing wage, etc.). Any location west of the Mississippi River Freight is Pre-Paid and will be calculated per location. (LTL delivery to an acceptable dock). Colecraft will select the method of shipment, carrier and routing. All shipments will be forwarded for normal dock delivery. For "call before" delivery notice add \$25 net.

Prices do not include any storage or installation charges. Special delivery requirements, such as inside delivery or curbside delivery will be quoted on request. Pricing includes appropriate packaging and/or skidding costs associated with normal dock delivery. For special packaging, crating or overseas shipment please contact our customer service department for quote. On-Site Delivery / Installation by Colecraft Personnel is available and will be quoted as separate line item on quote.

Freight Damage/Claims:

All of our products are carefully inspected prior to packaging. They are in good condition when picked up by the carrier. Shipments are sent prepaid, FOB Jamestown, NY. Colecraft liability ends when the carrier issues a receipt to Colecraft. At that point, legal title of the merchandise passes to the buyer. Buyer has the sole responsibility of seeking recourse against the carrier. Prepaid freight does not change the FOB status of the product. Claims for damage or loss must therefore be placed with the carrier at point of destination and not with Colecraft. Upon receipt of your order please inspect for hidden damage that may have occurred during transit. Note any physical damage on all copies of the Bill of Lading and enter a freight claim with the carrier immediately. For visible carton damage, take digital pictures of the damaged carton and damaged furniture if visible damage is found upon delivery at the dock. Open all cartons with puncture or crushed corner damage. Note any damage to the goods on the Carrier's freight bill as number of pieces damaged. For concealed damage, take digital pictures of the furniture as it sits partially unpacked. Photograph external and internal carton materials that correspond with the damaged area on the product. Carton and damaged unit(s) must be located at the location matching the original delivery address for carrier inspection. Digital pictures must be provided of the damaged furniture and carton materials.

Warranty:

Colecraft is pleased to warrant our products against manufacturing defects for a period of ten (10) years, of single-shift use, from the date of factory invoice. Components not manufactured by Colecraft (casters, mechanical or electrical components) honor the original equipment manufacturer's warranty. This warranty will not apply where there is evidence of alteration, misuse, negligence or abuse. During the warranty period we will, at our discretion, repair or replace the product, component or parts with the same or comparable items. All warranty claims must be made in writing and must be approved by Colecraft. If necessary, all furniture being returned must be properly packaged. All freight charges for items being returned for service must be prepaid by the customer. If the claim is accepted, Colecraft will gladly refund the charges incurred. There are no other warranties, either expressed or implied, including any warranty of fitness for a particular purpose. Colecraft excludes and will not pay consequential or incidental damages under this warranty. Colecraft's decision will be final regarding the condition of the product, the nature or cause of the defect and the necessity and the type of repair or replacement.

Environmental Mission Statement

As part of our core Mission, we will work to help preserve the natural resources of our planet for current and future generations. Our specific Environmental Mission is to promote human health and safety, protect our environment and to conserve our natural resources.

Our Environmental Goals:

- Meet or exceed the requirements of all environmental laws and regulations applicable to our operations
- Limit our negative impact on the environment and work to reduce recognized environmental risks to our employees and our community
- Strive to employ safe, environmentally friendly technologies and operating procedures
- Continually monitor and improve our performance in the above areas

Our Environmental Strategy:

- Implementation of a recycling program, while also striving to reduce the use of non-recyclable packaging materials
- Colecraft will continue to expand its reuse of materials such as wood pallets and crates whenever possible
- We will continue to work to find alternative methods to safely ship products to our customers and receive materials from our vendors including the utilization of reusable skids and crates, shrink-wrapping and blanket wrapping
- Continue to pursue and expand the use of highly efficient transportation methods including the smallest and most efficient delivery vehicles available
- Cooperation with outside shipping companies to assure the maximum efficiency of transportation routes
- We will also develop methods to increase space utilization including consolidating orders by customers and destinations. Optimizing the use of shrink-wrapping, palletizing, and blanket wrapping of our product will result in space-consuming and non-reusable packaging being reduced.
- Colecraft will also pursue continuous improvement in the areas of product durability and performance
- Colecraft will develop specific strategies to promote resource conservation and environmentally sensitive waste management

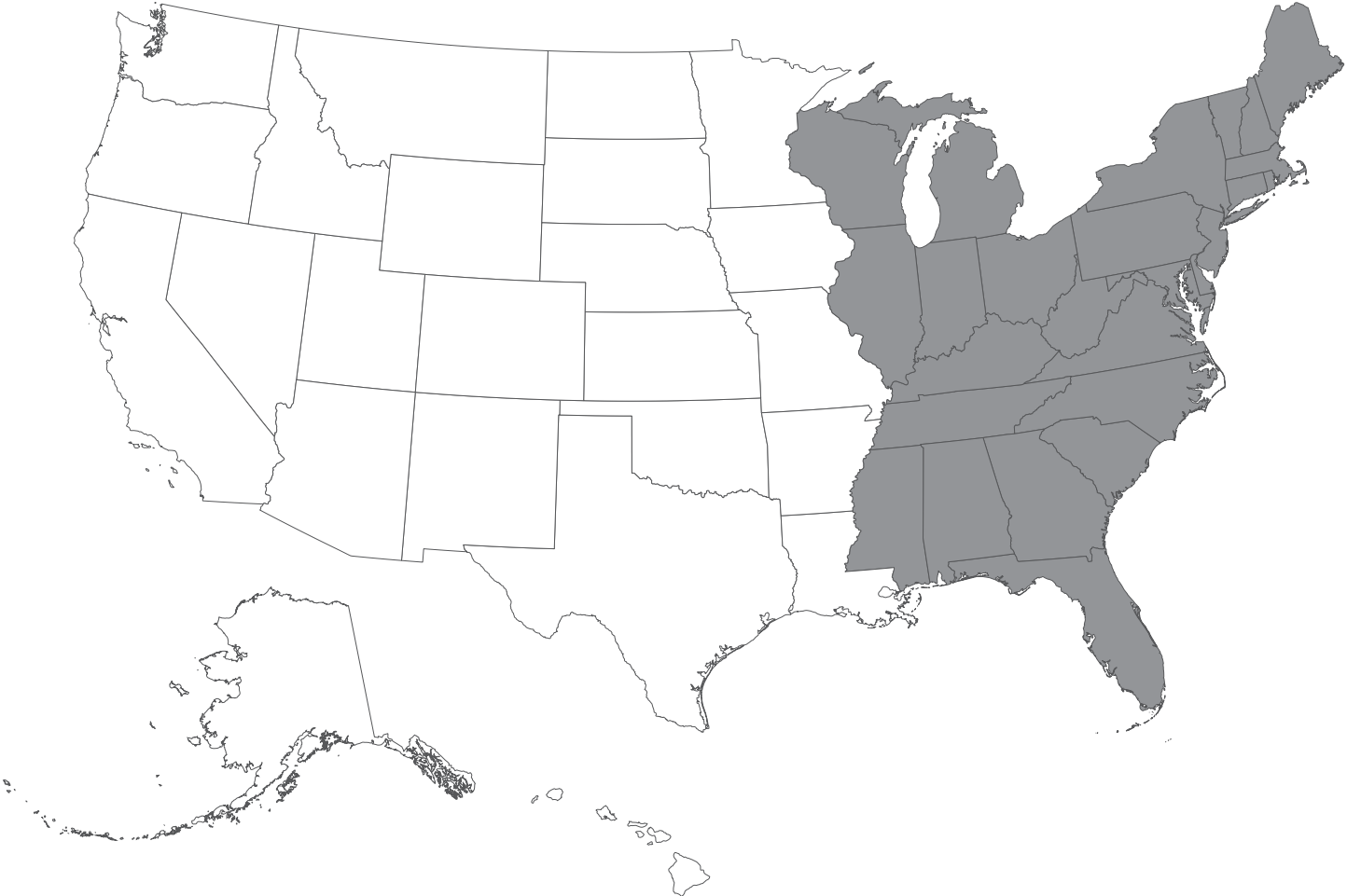


Architectural Woodwork Institute (AWI) - Colecraft Commercial Furnishings is a member of AWI

LEED (Leadership in Energy and Environmental Design) Green Building Rating System - We will examine how our company's product offerings can embrace such important goals as Energy Efficiency, Environmental conservation, and the protection of Human Health.

CARB Compliance – The California Air Resources Board has implemented a measure to reduce formaldehyde emissions from composite wood products, including plywood, particleboard and medium density fiberboard. All Colecraft Commercial Furnishings furniture is CARB Phase 2 compliant.

Shipping Zones



 Freight Pre-Paid Zone. Freight cost is included in pricing

 Freight Pre-paid & Added Zone. Freight cost will be added to invoice - Contact Colecraft Customer Service for Shipping Quote

All shipments are sent FOB Jamestown, NY

Material Specifications

Wood & Veneer

The following wood & veneer species are standard at Colecraft Commercial Furnishings. Other species will be quoted on a custom order basis. Please discuss your needs with our customer service group.

- Walnut
- Oak
- Mahogany
- Cherry
- Maple

Standard Wood Finishes

Colecraft provides a highly durable, stain resistant 30 sheen finish. This multi-step finish process includes two catalyzed lacquer top coats over a tough vinyl sealer and the stain of your choice. Colecraft offers 21 standard wood-finishes. Wood color samples are available on request. See our website or binder to view finishes color chart.

• Oak	Natural	#200
• Oak	Medium Brown	#240
• Oak	Dark	#260
• Oak	Ebonized	#295
• Mahogany	Cinnamon	#550
• Mahogany	Med Brown	#560
• Mahogany	Dark	#580
• Mahogany	Ebonized	#595
• Cherry	Light	#710
• Cherry	Medium Red	#720
• Cherry	Medium Brown	#740
• Cherry	Dark Brown	#760
• Cherry	Dark Red	#780
• Cherry	Ebonized	#795
• Maple	Natural	#900
• Maple	Ebonized	#995

All Walnut add 5%

• Walnut	Light Brown	#110
• Walnut	Medium Brown	#120
• Walnut	Cordovan (red)	#160
• Walnut	Espresso	#190
• Walnut	Ebonized	#195

Custom Wood Finishes

Special color matched finishes are welcome upon submission of an actual sample. A one-time special finish development charge of \$1200 (list) per order is required for standard veneers. Custom finish matches on non-standard veneers will be quoted upon request. Custom finishes may add to lead times.

Natural Wood Characteristics

Our wood furnishings are manufactured using the finest hardwoods and wood veneers available. Wood is a natural material and its beauty is derived from its inherent variations in color, grain and texture. Because of these natural variations, an exact color and grain match cannot be guaranteed between our photographs, samples and finished products.

High Pressure Laminates

Colecraft offers a full line of standard laminates offered by Formica, Wilsonart, Arborite, Pionite and Nevamar. These laminates are included in our standard pricing. Premium laminates are available on request. Contact customer service for pricing and delivery. See our website or binder to view worksurface material color chart.

Edging Materials

In addition to our broad range of wood edge options, Colecraft offers table edging in PVC and self edging. See the material section of your binder to view the stock edge profiles and finishes. On self edge tops the edge is applied before the top and backer to provide added protection to the edge. rPVC finishes are available but may require a minimum purchase quantity. Please discuss your custom requirement with our customer service department for pricing and minimums. See our website to view our PVC color chart.

Metal Base Specifications

Colecraft's heavy duty metal bases are available in a range of styles. We offer over 20 Powder Coat Finishes. Our tubular bases are typically constructed of 14 gauge cold rolled seam welded high carbon steel. Tube ends have welded steel caps. Custom base designs are available upon request. See the Special Order Table Bases section for a sampling of options. Contact customer service for specifications, pricing and delivery. See our website or binder to view metal base color chart.

Technology Solutions

Colecraft offers a wide range of power, data, voice, and wire management options. Please see the Technology Solutions section of this price list for standard solutions. We welcome custom requirements. Our customer service department will gladly develop and quote a solution for your unique connectivity requirement.

Additional Table Options

Additional Table Options - Call or email for quote

Custom Top Options

- Custom Exotic Veneers, Burls & Hardwoods
- Cusom Veneer Pattern including Starburst
- Custom Inlays - Ebony, Metal Etc.
- Custom Two-Tone Finish
- Custom Laminates
- Solid Surface and Acrylics
- Stones
- Quartz
- Glass
- Krystalcast
- Live Edge
- Reclaimed Woods

Custom Base Options

- Custom Exotic Veneers & Hardwoods
- Custom Inlays - Ebony, Metal Etc.
- Custom Two-Tone Finish
- Custom Laminates
- Plinth Base
- Traditionsl Base Molding
- Custom Reveal
- Custom Lighting
- Custom Accent Strip

Furniture Care and Cleaning

Cleaning of Fine Wood Furniture

- Accidental Spills: Spilled liquids should be wiped up immediately with a soft, absorbent cloth.
- Periodic Dusting: Clean with a slightly damp cloth, using another soft cloth to dry. Always wipe in the direction of the wood grain.
- Oil, ammonia, and silicon products should never be used on wood furniture.
- Regularly Monthly Cleaning: Lightly soiled areas may be cleaned with Guardsman Wood Cleaner, following the cleaner's directions. Surfaces should be cleaned with a soft cloth, wiping in same direction as the wood grain and dried with a soft cloth.
- Polishing Wood Furniture: We do not recommend the use of commercial wax or polish which may leave undesirable residues. If polishing is desired, use a polish that is silicone free.

Protecting Fine Furniture

- Use Coasters and Desk pads: This will protect the finish against damage from jewelry, ballpoint pens, spills and moisture, and direct heat.
- Use Felt Pads on the bottom of Equipment and Electronics: The compounds in rubber and vinyl pads often supplied on office equipment can damage wood finishes.
- Lift instead of sliding objects: Sliding objects across the surface can scratch all furniture finishes.
- Periodically move accessories around on surfaces to prevent inconsistent aging: Wood species and finishes will change and age with exposure to light. Periodic movement of objects on or against the furniture will help insure even aging
- For Best Performance Maintain Temperatures between 60-80 degrees Fahrenheit and humidity levels between 30 and 50 percent.

Cleaning Laminate Surfaces

- Periodic dusting - Clean with a slightly damp soft cloth, using another soft cloth to polish dry
- Regular/monthly cleaning - Lightly soiled areas may be cleaned with a soft cloth and a mild liquid detergent - For stubborn stains, use a non-abrasive ammonia based household cleanser. Do not get cleanser on any wood or wood trim
- Polishing laminate furniture - We do not recommend the use of commercial wax or polish which may leave undesirable residues and possible streaking - If polishing is desired, use a laminate polish being careful not to get any polish on any attached wood trim

Cleaning Metal and Painted Metal Surfaces

- Lightly soiled areas may be cleaned with a soft cloth and a mild liquid detergent