

Order & Product Information Guide

Furniture Crafters of Va., Inc.

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Ordering:

By Phone: 276-632-3272, Monday - Thursday, 8 to 12 & 1 to 5, Friday, 8 to 12 (EST)

By Fax: 276-632-1580, (24/7)

By Email: info@furniturecraftersinc.com, (24/7)

Online: www.furniturecraftersinc.com, (24/7)

By Mail: P.O. Box 4067 Martinsville VA 24115

Errors:

All photographic, clerical, typographical, and printing errors are subject to correction.

Information needed when placing orders.

As upholstery orders are custom manufactured to your specifications, all verbal orders must be confirmed in writing before production will begin:

- Correct Bill To Address.
- Signed Purchase Order.
- Style number and Quantity.
- Upholstery fabric number and/or name and color.
- COM fabric information. See COM instructions (Pages 5-6).
- Wood finish required on exposed wood items where applicable.
- Your Requested delivery date.
- Your preference on handling the related freight charges. Prepay and added to your invoice. See Freight Charges (Page 3).
- Contact name and telephone number in regards to your purchase order.
- Contact name and telephone number in regards to the Ship To Address.

Pricing of Orders, Order Acknowledgments & Deposit Proforma Invoices:

All orders are acknowledged by Furniture Crafters with printed order acknowledgments. You will also be mailed your Deposit Proforma Invoice. Deposits on your Proforma Invoice must be made promptly. Order deposits will be accepted as cash, company check, money order or wire transfer. Any and all payments will be made in U.S. funds. Orders will remain on HOLD and will not be released for production until deposits are received. Orders received will be reviewed and priced based on our current pricing. Prices quoted herein are subject to change without notice. An order acknowledgement will be mailed verifying the acceptance of your order in regard to style, quantity, fabric, terms, and prices. This acknowledgement will list an anticipated shipping date, which is subject to change for conditions beyond our control. We cannot be held responsible for untimely delays in fabric shipments by fabric mills. The order acknowledgment is the final expression of agreement between the customer and Furniture Crafters and supersedes all prior oral and written statements in regard to the order, and can be modified only by a written change or reconfirmation. You agree to examine our order acknowledgment immediately upon receipt and any discrepancies should be promptly reported back to our Customer Service Department. Your order may be shipped in one or more shipments. Prices are subject to change without notice!

Order Changes:

Order changes are to be made in writing through our Customer Service Department. Any changes are subject to the factory's ability to conform, and no changes will be accepted after the fabric has been cut. Any change may be subject to additional charges for materials, labor, and administrative costs. Written confirmation must be received before any changes can be acted upon. Changes could result in rescheduling and delays of an order. Prices are subject to change without notice!

Order Cancellations:

The acceptance of an order by Furniture Crafters is final and binding. All upholstered related products are considered to be custom orders and cannot be cancelled and/or changed once frames, fabric, foam, and other materials etc., have been ordered and/or produced without incurring a cancellation charge. We must consent in writing before an order may be cancelled. The amount of the cancellation charge will be determined by the expenses incurred by Furniture Crafters at the time of the order cancellation and/or change. Because upholstery items are manufactured to customer's specifications once the fabric has been cut for manufacturing we will not accept cancellations or order changes.

Terms of Credit, Deposits & Payments:

50% Deposit--With order. Deposits on your Proforma Invoice must be made promptly. Order deposits will be accepted as cash, company check, money order or wire transfer. Any and all payments will be made in U.S. funds. Orders will remain on HOLD and will not be released for production until deposits are received. Special order deposits are non-refundable. Balance--Net 30 days subject to approved credit by Furniture Crafters. It is at the discretion of Furniture Crafters to determine if a customer will be offered open terms. All credit information supplied to Furniture Crafters will be kept in the strictest confidence. Credit policies and terms may be changed without notice. All new customers have Prepaid terms until Furniture Crafters receives and approves a completed Credit Application. You grant us permission to make any and all inquiries from sources we deem appropriate concerning your creditworthiness. Non-credit approved accounts must complete credit application and attach to the order. All orders are subject to acceptance by us, at our absolute discretion. We reserve the right to cancel any orders, whether accepted or not, if any amount due us is not paid according to terms. We reserve the right to cancel or suspend any shipment until we receive adequate assurance of payment, including the right to request partial or complete payment in advance. If your order is deemed to be Paid before Delivery, those prepaid funds will be accepted as cash, company check, money order or wire transfer before your order will ship.

If your payment before delivery is being made within 10 business days of our shipment date, the payment must be by money order or wire transfer only! All past due accounts are subject to a service charge of 1 ½ % per month** on all amounts not paid according to terms. If we place any past due accounts with a collection agency or attorney for collection, you will be responsible for all collection fees, attorney's fees and related court costs. No deductions will be allowed from our invoices without the prior written authorization from Furniture Crafters. Prices are subject to change without notice! ** (or, if less, the legal maximum).

Independent Sales Representatives:

Many of our products are sold through independent sales representatives, who are not our employees. These representatives may assist you with pricing, receiving your orders, estimating product availability and similar issues. However, independent sales representatives are not authorized to make any legally binding commitments on our behalf. Under no circumstances should any payment for your orders be made to an independent sales representative.

Shipping Delays & Warehousing Charges:

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There will be a storage charge for any order that you delay beyond its initial required delivery date. You will be responsible for a warehousing, storage and handling charges on products beginning 14 days after the initial required delivery date.

Freight Charges:

As a courtesy to our customers, Furniture Crafters offers Freight Estimates via our preferred furniture carriers. All up front freight quotes are estimates based on rates given by the Transportation Companies and are subject to change at the carrier's discretion. Freight charges are determined by the carrier's tariff, and in addition to the base rate quote, there can be other billed amounts that include, but are not limited to, non-dock fees, call before delivery fees, etc. All Transportation Companies have fuel surcharge add-ons that are also added to the base rate quote (these fuel surcharges change constantly).

When placing your orders please provide how the freight charges are to be handled:

- Prepaid by Furniture Crafters and added to your invoice (there will be an administrative charge added to the transportation company's billed rate).
- Third party billing direct by Transportation Company. It is your responsibility to have established open credit account with the Transportation Company. Without prior credit approval with the carrier, freight charges are normally collected upon delivery of the product.
- Collect...please provide a phone number and contact name.

Freight Claims:

All furniture shipped FOB-Factory means legally the title of ownership is the consignees or customer when the carrier signs the Bill of Lading... prepayment of shipment cost does not affect FOB-Factory freight terms. Furniture Crafters' responsibility for all merchandise ceases when shipments are received by the carrier. The Consignee or Receiver of the merchandise is responsible for verification of quantity and condition before acceptance. If damage is found, the merchandise should be refused and returned to the carrier for repair at the carrier's expense. Furniture Crafters is not responsible for merchandise damaged in transit, or while merchandise is in storage. Those claims should be filed directly with the carrier or storage facility. Failure to make such claim after a 7-day (72 hours on concealed damage) period is deemed to constitute the customers acceptance of the merchandise. Any additional freight charges will be invoiced.

1. All shipments should be opened and inspected as soon as they are received. Check what you received against the Delivery Receipt or the Bill of Lading. These are legal documents and should receive the proper attention intended to protect all parties.
2. Visually inspect all cartons and containers for any obvious damage or abuse. Any visible damage to a carton or packaging materials must be noted on the Delivery Receipt---"Cartons Damaged, Contents Subject to Inspection".
3. In the event of freight damage, the consignee or customer, not the shipper, must file the freight claim. Prepayment of shipment in no way changes the FOB status of the shipment. All freight claims must be in writing, verbal messages are in many cases deemed useless.

4. For obvious damage or shortages...Note any shortages and damages to carton or merchandise in detail on your copy and the driver's copy of the Delivery Receipt or Bill of Lading. Make sure the carrier's driver also signs and dates this document. Also note, "Claim will be filed due to listed damage or loss". All this must be in writing.

5. All damaged merchandise plus packing materials must be kept in the general vicinity of delivery until an inspection report is made by the delivering carrier. So it is important that you do not dispose of the cartons or packaging until you have properly handled any and all discrepancies. Call the carrier's nearest office and request an inspection. Also send the following written notice "This is notification of intent to file claim against damaged merchandise-inspection requested ASAP". This request must take place immediately after delivery. Make sure all claim forms are requested and properly completed. Once a claim is officially made in writing the carrier must provide prompt inspection and give you a written report.

6. If concealed damage is found, you should telephone the carrier to expedite a "Consignee Concealed Damage Claim Form", which upon completion is to be filed with the carrier. You must notify the carrier within 72 hours of delivery and follow the above-mentioned guidelines.

Returns:

No merchandise is to be returned to us without first securing the proper return authorization from Customer Service. To obtain proper authorization, send to us in writing detailed information as to why you wish to return the merchandise. All instructions must be followed for proper credit, and we will refuse to accept delivery of any merchandise returned to us without such authorization. Damage due to negligence, misuse, or freight damage is not to be considered to involve factory defects. Any damage incurred upon the return of merchandise because of customers' improper packaging will be billed to the customer. Any and all damages will be billed on a time and materials basis. All claims against Furniture Crafters resulting from defect, shortage, or error must be made within 7 days after delivery. The facts on which the claim is based must be directed in writing to Furniture Crafters. Failure to make such claim within a 7-day period is deemed to constitute the customer's acceptance of the merchandise.

Leather:

Not all styles can be manufactured in Leather. Some of our leather products are cut & sewn off-site. Furniture Crafters does accept COL orders on certain products. Call our Customer Service Department for COL pricing. Our standard application is 100% leather applied; no matching vinyl's will be used.

Leather is sold on a square foot basis in whole hide quantities. Hides average 50 square feet.

Use the following figures when estimating quantities needed.

$$\frac{54'' \text{ FABRIC}}{1 \text{ yard}} = \frac{\text{LEATHER}}{18 \text{ square feet}}$$

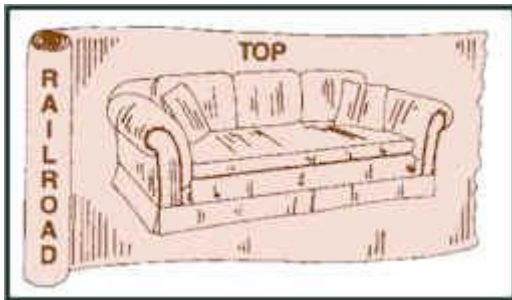
To figure leather square footage, multiply the required yards by 18 square feet.

For example: 4 yards = 72 square feet of leather.

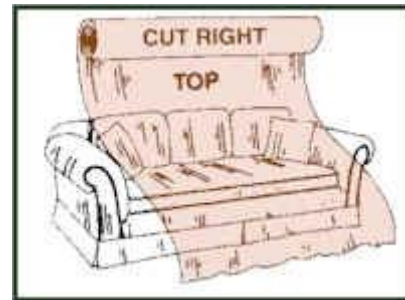
Call our Customer Service Department for leather pricing.

Fabric Cutting Standards:

There are two ways of “topping” fabrics, termed **Railroad** and **Cut Right** by Furniture Crafters. **Railroad** is “topped” to the edge of the fabric (across the 54” Width) and **Cut Right** is “topped” into and up the roll. All COM will be cut with the major motif in a vertical manner unless you specify otherwise, including stripes and textures. In the absence of special instructions, we reserve the right to determine the application of your fabric. In these instances requiring such a decision, Furniture Crafters will not be held responsible for a COM application deemed unsatisfactory by the customer. Furniture Crafters assumes no responsibility for soil resistant treatment on fabric and does guarantee it to improve the clearing qualities of the fabric. Also, treatment applied after manufacturing is not recommended since damages to the fabric can occur. Wrinkling of certain fabrics is a characteristic of the fabric and not a defect.



Railroad



Cut Right

When fabric width is less than needed, Seaming will be necessary.

Customers' Own Material (COM) Instructions:

COM Orders:

Orders requiring COM applications require the following procedures to insure the most expeditious handling of your order. Please include on your order the following COM fabric information:

1. Fabric name/ number
2. Mill name
3. Color name/ number
4. Swatch of fabric COM

COM Fabric Supplier:

Please attach a representation cutting of the COM fabric and supplier name to your order for proper identification in the factory. As it is difficult to identify the front side of many fabrics, please indicate on the fabric cutting which side is the front side of the fabric. Please include any special instructions on how the customer expects the fabric is to be applied to the item. Fabric is to be applied up the bolt (cut right) or railroad, etc.

Send all COM Fabrics Freight Prepaid to:

Furniture Crafters of Va., Inc.
125 Cedar Run
Martinsville VA 24112
Tag: with Name & PO Number

Pricing COM Orders:

Furniture Crafters will apply COM material at our COM pricing. Our standard COM pricing is for a non-match fabric being applied. If vinyl or crypton type fabrics are being used as COM, there will be a pricing surcharge applied to your order. When 2 or more fabrics are to be applied with customers own material there will be a 15% surcharge above the COM pricing. Pattern matching of plaids and unusual pattern fabric is done from a frontal view only. If additional matching is required such as 4-way matching, there will be an additional surcharge of 20% above the COM price. Please contact Furniture Crafters if this additional matching is required.

COM Yardage Requirements:

COM fabric yardage requirements are shown in our price list and are based on (RRP) non-match 54” wide fabrics, which are free from defects.

COM YARDAGE:

Please use the following chart as a guide in determining the amount of yardage which will be required on your COM fabric. Take the below listed % and use as a plus multiplier against our published yardage in price book (Ex: 8 yards x 1.25 = 10 yards). This chart is provided as a guide and proves to be accurate for most COM requirements. If your fabric has an irregular layout or may require a different method of cutting, additional yardage may be needed. This will be determined at the time the order is placed in production, and you will be notified for additional yardage. Fabrics which have one center motif across the width use 36” yardage requirement.

COM Yardage requirements:

Fabric Width	Non-match	2”-10”Repeat	11”-20”Repeat	21”-30”Repeat	31”-40”Repeat
54”	0%	15%	25%	35%	45%
50”	15%	30%	40%	50%	60%
48”	20%	35%	45%	55%	60%
36”	60%	75%	85%	95%	105%

Should you require the exact yardage on any upholstery style model? Please send us a full width sample of the fabric showing a full repeat, and the style number to which you wish it applied and we will supply the exact yardage requirements.

Disclaimer for COM Fabric:

Furniture Crafters will use its best judgment in applying COM fabric if specific instructions are not included with the order. We will not be responsible if the customer does not like the application of the fabric to the frame. It is the responsibility of the customer to make sure all fabrics meet local flammability codes. We cannot be responsible for any COM fabric that has vinyl coatings applied. Furniture Crafters reserves the right to refuse a COM fabric that would not upholster to our quality standards.

Please see our HealthCare Link off the Main Page of our Website for pictures.

Also, see page 91 & 92 of our Volume 11 Catalog for HealthCare product information.

Furniture Crafters of Virginia's **HealthCare Collection** has been designed, engineered and manufactured for use in the long-term care marketplace. We have given special detailed attention to durability, dependability, safety and accessibility in all of our HealthCare products. Through the proper selection of fabrics, styling and design, our HealthCare Collection also achieves that at home-like feel and atmosphere that is very important in the long-term care environment.

Removable and Replacement Seating:

Where feasible, all of our HealthCare products are designed and manufactured with clean-outs around the seating and arm areas. This means that the seat component can easily be replaced on-site without having to replace the entire piece of furniture. This also allows the ability to remove the seat component for easy on-site cleaning.

- On our loose-seat cushion styles, the HealthCare Deck under the seat cushion is manufactured so it is easily removed for on-site cleaning and/or replacement. This HealthCare Deck has the clean-out areas built in as part of the construction process. The HealthCare Deck is fastened from the underside of the frame.
- On our tight-seat cushion styles, the seat cushion itself is manufactured as an integral part of the HealthCare Deck and also can be easily removed for on-site cleaning and/or replacement. The clean-out areas are made as part of the construction process. The seating deck is fastened from the underside of the frame.

Our patient family Specialty Sleeper Chairs easily converts from lounge chair to single sleeper beds. This is ideal for overnight stays for friends and/or family in the patient's room. This could also be ideal for staff lounge/sleeping areas. Our Specialty Sleeper Chairs are standard with a contract commercial grade sleeper mechanism and a contract 5 ½" Innerspring Mattress. Sleeping surface area is 24" wide x 72" Length. Removable cushions for easy cleaning.

Our unique style offerings are as varied as our customers' needs, requirements and imaginations. Any of our product styles can be easily converted into a Healthcare application. Our HealthCare fabric offerings are extensive. They include Contract Vinyl's with special coatings like PermaBlok, Faux Leathers, Crypton Greens and Hospitality Collection Vinyl's all with very low maintenance.



**Top View of Clean-out Construction
(Loose Seat)**



Our HC 743-07 HealthCare Chair



Frame Construction:

Furniture Crafters offers upholstery items that are constructed of 5/4” and/or 4/4” kiln dried selected hardwoods and frame grade 7/8” hardwood plywood. Frames are engineered for contract usage and are designed for normal wear and usage. All joints are double doweled, glued and screwed, then reinforced with corner blocks. Plywood frames are assembled using interlocking joints using glue, staples and screws. All sleeper frames have frame grade plywood front rails for additional strength and resistance to twisting and/or warp-age. Most all exposed frame parts are cut from #1 common or better grade maple or beech hardwoods with uniform grain color and conformity. Since wood has a variety of textures, colors and grains, it is impossible to guarantee an exact match in finishing two pieces of furniture, even though identical finishing processes are applied. These variations create the beauty and interest found in fine woods. Wood grains and mineral streaks are a natural characteristic of the wood and is not a finishing defect.

Cushioning:

Cushioning is designed and engineered for maximum comfort and durability. Seat cushions are standard with high grade polyurethane foam with a density of 1.8 pounds per cubic foot. For a nice crowned appearance, seat cushions are covered with polyester Dacron fiber top and bottom. This process also affords initial softness and seat cover stability. All cushions and padding materials meet UFAC & California Technical Bulletin 117 standards. Abnormal wear and abnormal loss of resiliency should not be confused with softening and flattening of the foam and fibers, which are considered normal wear, and are not defects.

Please rotate or flip your seat cushions on a systematic basis!

Spring Construction:

All frames feature a special high carbon sinuous wire spring unit design to provide maximum comfort and support under contract applications. 7.5 gauge sinuous wire seat springs are used on our Stationary pieces. 11 gauge sinuous wire back springs are positioned with insulated metal clips. Springs are clinched to insulated steel tie wires and strapped to the rails to create a unified spring system engineered for proper support, comfortable seating and durability. The seat spring system is covered with noise-free insulating fiber padding material.

Design & Manufacturing:

Periodically we make changes to existing product designs in order to improve the general construction of our product. In this event, products may vary slightly from catalog photography web-site presentations and/or descriptions. Contract fabric selections are cut by pattern, sewn and applied in a hand-crafted and neatly tailored manner. Outside backs and arms are padded with a layer of blended polyester batting and the fabric is secured by blind tacking and tack strips for neat fully upholstered results.

Ergonomic/Task Chair Bases:

Our multi-purpose bases have a high quality hand operated gas lift mechanism that allows for a range of adjustable seat heights. In most cases our bases feature a lockable tilt from front to back function. All bases meet or exceed BIFMA and ANSI standards. Ergo chairs carry a 5-year limited warranty. If the chair is used a 24/7 environment the limited warranty is 3-years.

- **Molded Bases (MB)** All molded bases are made of a 25" diameter versatile and high composite material understructure. They are standard in the black matte type finish and are compatible with today's ergonomic seating.
- **Chrome Bases (CB)** All chrome bases have a 25" diameter rigid cast aluminum understructure. They have a high gloss chrome finish that offers a sleek contemporary look.
- **Wood Trim Bases (WTB)** All wood trim bases have a 25" diameter rigid cast aluminum understructure. We offer the wood trim caps in all of our standard finishes. Custom finishing is available and up-charge prices are listed in our price list.

Sleeper Mechanisms:

All sleepers use a contract commercial grade mechanism. Please see our price list for replacement mechanism/mattress combo pricing.

Limited warranties are offered by the unit manufacturers, not Furniture Crafters. In the event of a Sleeper Mechanism malfunction, the unit manufacturers will require digital or film pictures of troubled area. These photos need to be mailed or e-mailed to Furniture Crafters. Attn: Customer Service Department along with written description of the problem. Unit Manufacturers will not warrant misuse and/or abuse and they make the final replacement decision on any and all unit malfunctions.

Please Note: Only sheets are to be folded up in the cavity of the sleeper mechanism. Under no circumstances are blankets, pillows, etc. to be folded up in mechanism. This will cause damage to the hinge-arm part of mechanism and will be considered misuse by Unit Manufacturer.

Extended length of open unit in any size sleeper away from wall or back of sleeper sofa is 88 ½ inches.

Mattresses:

All sleepers use a contract commercial grade 5 1/2" innerspring mattress. All mattresses are constructed with special damask quilted top and border, with matching fire-retarded non-woven filler cloth on the bottom. A fire blocker barrier is encased around the outside of foaming material to make the mattress fire-resistant. This mattress complies with CFR 1633 standards. Spring Coil counts are as follows---Queen (-01)...338, Full (-02)...286, Space Saver Full (-12)...276, Loveseat (-03)...208 and Sleeper Chair (-09)...105.

Mechanism/Mattress Combo and Deck Kits purchased separately will be shipped direct from the product manufacturer on a freight collect basis only!

Standard Finishes, Special Finishes & Finish Process (Wilsonart):

View our catalogue for our Standard and Special finishes. Standard and Special finishes may also be viewed on our website at www.furniturecraftersinc.com

Since wood has a variety of textures, colors and grains, it is impossible to guarantee an exact match in finishing two pieces of furniture, even though identical finishing processes are applied. These variations create the beauty and interest found in fine woods. Wood grains and mineral streaks are a natural characteristic of the wood and is not a finishing defect.

Our standard finish process is an 8-step finish as follows:

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|--|---|
| Step 1: Sap in all light wood. | Step 5: Hand Sand. |
| Step 2: Wet coat of body stain. | Step 6: Wet coat of 24% high solid sealer. |
| Step 3: Wet coat of permilite stain. | Step 7: 1 st coat of 24% high solid lacquer. |
| Step 4: Wet coat of 24% high solid sealer. | Step 8: 2 nd coat of 24% high solid lacquer. |

Whitewash Type Finish:

While we strive to maintain consistency in all of our finishes, the whitewash finish may show wood grain and mineral streaks in some areas. This is also a natural characteristic of the wood and is not a finishing defect. We cannot guarantee complete uniformity in this finish.

Packaging:

All exposed wood chairs are shipped using a bubble wrap over finished areas, then placed in cartons and/or carton tray, and enclosed in a heavy duty 5-mil bubble bag. All other merchandise is packed in an approved manner using a 5-mil poly bag wrapped with a carton tray.

General Limited Warranty:

Furniture Crafters warrants its upholstery products to be free of defects in materials and workmanship under normal use and service for a period of 3 years from the date of the invoice. During this time period we will repair or replace free of charge, at our option any products that are proven to be defective.

The limited warranty on the sleeper mechanisms is offered by the unit manufacturers, not Furniture Crafters. Please see sleeper mechanisms (Page 9).

Warranty Disclaimers:

All Furniture Crafters warranties do not apply to any item which is damaged due to misuse, negligence, alteration, abuse, accident or normal wear and tear. As fabric mills do not warrant their products for wear-ability and color-fastness, we will not warranty any fabric for these properties. Iridescent type fabrics naturally will have color interplay or rainbow-like color properties. There are fabrics that carry 5-year and 10-year warranties. These fabrics/memos are available upon request.

Dimensions & Weights:

All dimensions listed are approximate and will vary due to the nature of wood and the upholstery process. Standard industry variations are...+/- 2" for upholstered products. All shipping weights and cubes are approximate. If items are cartoned additional weights must be used. Please see our price list for carton weights.

Ottomans:

Ottomans are designed to universally compliment various chair styles. Custom ottomans can be developed to match a variety of chair styles. Please consult our Customer Service Department for this information.

Sales & Collateral Materials:

Our related sales materials includes: Binder with Catalog and Fabric memo cards samples. Wilson Art finish color samples are available per your request. As a courtesy to our customers, all of our related sales materials will be shipped via Standard Ground UPS at Furniture Crafters expense unless specified differently. **If express or overnight delivery service is requested, recipient will be invoiced for additional delivery charges.**

Product Samples:

Product samples for review are on a charged basis. The sample will be invoiced and will become part of the final order. For example; a company interested in 50 chairs would receive an (invoiced) sample for review. Final purchase order would be for 49 chairs in addition to the sample already received.

If the decision is made not to place the order with Furniture Crafters after the review of the sample, the sample invoice will become due and payable. Freight for the sample will be third party billed to the customer.

Fire Code Options:

It is the responsibility of the customer to specify that foam, frame and fabrics meet local flammability codes. You will need to contact your local Fire Marshall for the correct flammability information.

- Furniture Crafters standard construction meets UFAC Standards and California Technical Bulletin 117.
- Please rotate or flip your seat cushions on a systematic basis.

-01	Queen Sleeper
-02	Full Sleeper
-03	Loveseat Sleeper
-04	Full Stationary Sofa
-05	Queen Stationary Sofa
-06	Loveseat Stationary
-07	Chair
-08	Ottoman
-09	Oversize Sleeper Chair
-10	Recliner
-11	Bench
-14	Ergonomic Task Seating
-15	King Stationary Sofa
-16	Oversize Stationary Chair
-17	Chaise
-21	Stacking Chair
-24	Counter Barstool
-30	Barstool