

CHIT CHAT | BEHAVIORAL HEALTH
Price and Specification Guide
CANADA



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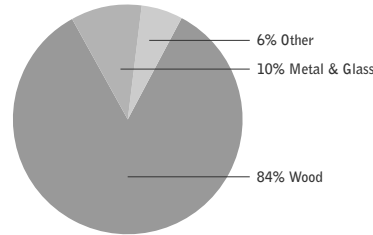
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LEED CI CREDITS



MATERIAL CONTENT:



PRE-CONSUMER
RECYCLED CONTENT = 81%

POST-CONSUMER
RECYCLED CONTENT = 3%

		CONTRIBUTES TO
CREDIT 2.1 - 2.2	Construction Waste Management	1-2 point(s)
CREDIT 3.3	Resource Reuse	1 point
CREDIT 4.1	Recycled Content	1 point
CREDIT 4.2	Recycled Content	1 point
CREDIT 4.5	Low Emitting Materials, Systems & Seating	1 point
CREDIT 5.1	Regional Materials*	1 point
CREDIT 7	Certified Wood (MUST BE REQUESTED)	1 point(s)

*This credit is only applicable if in total 20% of the combined value of the procurement of construction materials and in the furniture are manufactured within a radius of 500 miles. This credit will apply if the installation of the finished product occurs within 500 miles of Kitchener, Ontario.

level® CERTIFICATION, AIR EMISSIONS AND FSC® CERTIFICATION



level® CERTIFICATION

BIFMA's e3 Furniture Sustainability Standard is a voluntary, multi-attribute standard that measures the degree of sustainability of furniture. This standard evaluates product and company environmental attributes and compliance systems in a wide range of elements which include Materials, Energy & Atmosphere, Human & Ecosystem Health and Social Responsibility. Chit Chat products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard.

AIR-EMISSIONS

All Chit Chat products are supplied with air-emissions certified. Contact customer service for information.



FSC®

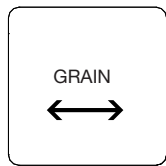
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified forests and other controlled sources. FSC® is dedicated to the promotion of responsible forest management worldwide helping to take care of forests for future generations. Chit Chat and other Krug products can be specified with FSC® Certification. Contact customer service for further information, pricing and lead times.



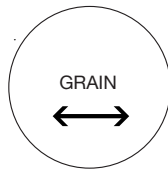
Architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

CHIT CHAT | PRODUCT FEATURES & OPTIONS

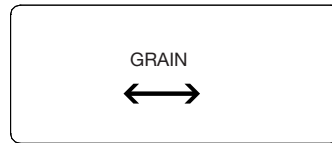
TOP SHAPE & GRAIN DIRECTION



Square



Round

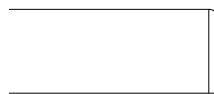


Rectangle

EDGE PROFILES



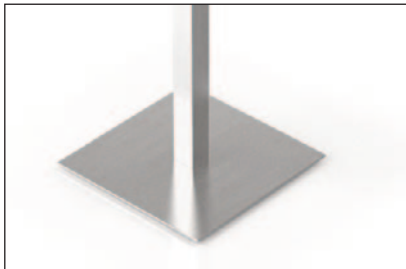
Flat Edge - T



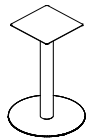
Radius Edge - D

Chit Chat Table tops are 1-1/4" thick and available in two edge profiles. **Note:** Solid Surface is only available in the D Radius edge profile. See page 11 for color options.

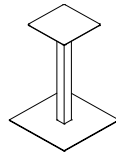
BASES



Chit Chat Table bases are available in Brushed Stainless Steel, Matte Black or White finishes with tamper resistant non-marring glides.



Cylindrical column with disc base



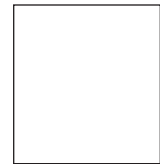
Square column with square base



Brushed Stainless Steel (-13)

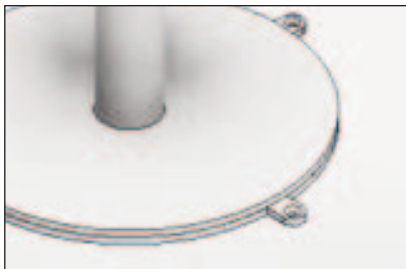


Matte Black (-14)



White (-44)

ANCHOR BRACKETS



Heavy duty tamper-resistant anchor brackets are available to secure the chair to the floor.

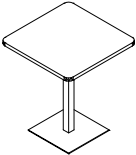
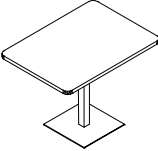
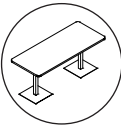
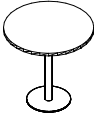
SUPPLEMENTAL WEIGHT

Additional weighting is achieved through steel plating that is fastened to the under side of the base, making it secure and inaccessible. This option increases total shipping weight to 87lbs.

CHIT CHAT | DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
Table					
Square Table -Rounded Corners					
7261242429	24	24	29.5	40	22.25
7261303029	30	30	29.5	45	30.5
7261363629	36	36	29.5	52	40.25
Rectangular Table -Rounded Corners					
7261233029	23	30	29.5	42	18.5
7261243029	24	30	29.5	42	18.5
7261463029	45.75	30	29.5	59	32.75
7261483029	48	30	29.5	85	33.25
7261693029	68.75	30	29.5	96	47.25
7261723029	72	30	29.5	117	49
Round Table					
72052429	24D		29.5	40	15
72053029	30D		29.5	45	22
72053629	36D		29.5	62	30.25
Bar					
Square Table -Rounded Corners					
7261242442	24	24	41.75	45	21.25
7261303042*	30	30	41.75	50	31
7261363642	36	36	41.75	67	42.75
Rectangular Table -Rounded Corners					
7261233042	23	30	41.75	47	25.75
7261243042	24	30	41.75	47	25.75
7261463042	45.75	30	41.75	65	45.25
7261483042	48	30	41.75	95	47
7261693042	68.75	30	41.75	101	65.75
7261723042	72	30	41.75	127	68.5
Round Table					
72052442	25D		41.75	45	21.25
72053042	30D		41.75	50	31
72053642	36D		41.75	67	42.75
Counter					
Square Table -Rounded Corners					
7261242436	24	24	36	45	21.25
7261303036*	30	30	36	50	31
7261363636	36	36	36	67	42.75
Rectangular Table -Rounded Corners					
7261233036	23	30	36	47	25.75
7261243036	24	30	36	47	25.75
7261463036	45.75	30	36	65	45.25
7261483036	48	30	36	95	47
7261693036	68.75	30	36	101	65.75
7261723036	72	30	36	127	68.5
Round Table					
72052436	25D		36	45	21.25
72053036	30D		36	50	31
72053636	36D		36	67	42.75
Occasional					
Square Table -Rounded Corners					
7261242416	24	24	16	35	10.25
7261303016	30	30	16	40	15
7261363616	36	36	16	47	20.5
Rectangular Table -Rounded Corners					
7261233016	23	30	16	37	12.5
7261243016	24	30	16	37	12.5
7261463016	45.75	30	16	54	21.75
7261483016	48	30	16	75	22.75
7261693016	68.75	30	16	91	31.5
7261723016	72	30	16	107	32.75
Round Table					
72052416	24D		16	35	10.25
72053016	30D		16	40	15
72053616	36D		16	57	20.5

CHIT CHAT | TABLE

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners 	Square Plate Base						
	7261242429SQ	1476	1641	1964	2045	2145	2298
	7261303029SQ	1542	1720	2144	2241	2397	2609
	7261363629SQ	1764	1969	2708	2843	3079	3392
Rectangular Table, -Rounded Corners  	Square Plate Base						
	7261233029SQ	1492	1661	2038	2127	2242	2417
	7261243029SQ	1492	1661	2038	2127	2242	2417
	7261463029SQ	2567	2831	3511	3649	3893	4213
	7261483029SQ	2596	2866	3588	3732	3988	4325
	7261693029SQ	2709	3001	4254	4457	4810	5277
	7261723029SQ	2743	3042	4366	4582	4952	5442
	Round Disc Base						
	7261233029DB	1381	1542	1925	2013	2132	2305
	7261243029DB	1381	1542	1925	2013	2132	2305
	7261463029DB	2345	2597	3290	3429	3673	3992
	7261483029DB	2377	2633	3367	3510	3767	4103
	7261693029DB	2486	2765	4032	4237	4588	5055
	7261723029DB	2524	2809	4146	4360	4730	5221
ORDERING NOTES:							
Rectangular Chit Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.							
Round Table 	Round Disc Base						
	72052429DB	1365	1525	1828	1909	2028	2194
	72053029DB	1428	1600	2006	2103	2287	2507
	72053629DB	1633	1832	2544	2675	2842	2959

Chit Chat Behavioral Health Option Upcharges

Floor Anchoring Hardware
Supplemental Weight

Please contact engquotes@krug.ca

ORDERING PROCEDURE

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

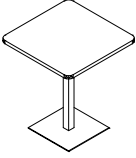
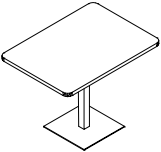
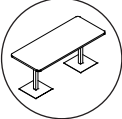
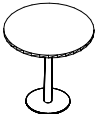
BASE FINISH

Round Disc Base, Brushed Stainless- DB-13
 Square Plate Base, Brushed Stainless- SQ-13
 Round Disc Base, White- DB-44
 Square Plate Base, White- SQ-44
 Round Disc Base, Matte Black- DB-14
 Square Plate Base, Matte Black- SQ-14

MATERIALS

For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 179.

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners 	Square Plate Base						
	7261242442SQ	1601	1774	2090	2170	2270	2423
	7261303042SQ*	1668	1855	2269	2366	2522	2734
	7261363642SQ	1891	2104	2834	2969	3205	3517
Rectangular Table, -Rounded Corners  	Square Plate Base						
	7261233042SQ	1617	1794	2163	2250	2368	2542
	7261243042SQ	1617	1794	2163	2250	2368	2542
	7261463042SQ	2819	3099	3763	3899	4143	4464
	7261483042SQ	2847	3134	3839	3982	4238	4574
	7261693042SQ	2959	3270	4503	4708	5061	5527
	7261723042SQ	2994	3312	4617	4832	5202	5693
	Round Disc Base						
	7261233042DB	1468	1633	2012	2100	2218	2392
	7261243042DB	1468	1633	2012	2100	2218	2392
	7261463042DB	2527	2787	3465	3603	3847	4166
	7261483042DB	2550	2816	3540	3685	3941	4277
	7261693042DB	2660	2950	4206	4412	4763	5231
	7261723042DB	2697	2991	4320	4536	4905	5395
ORDERING NOTES:							
Rectangular Chit Chat Tables 46" (45.75) and longer include two bases.							
Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.							
Round Table 	Round Disc Base						
	72052442DB	1451	1616	1916	1996	2115	2281
	72053042DB	1514	1691	2092	2190	2373	2594
	72053642DB*	1719	1923	2636	2766	2933	3049

Chit Chat Behavioral Health Option Upcharges

Floor Anchoring Hardware

Supplemental Weight

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ORDERING PROCEDURE

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

BASE FINISH

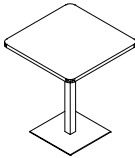
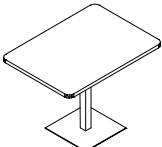
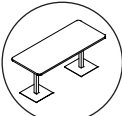
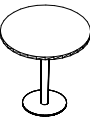
Round Disc Base, Brushed Stainless- DB-13
 Square Plate Base, Brushed Stainless- SQ-13
 Round Disc Base, White- DB-44
 Square Plate Base, White- SQ-44
 Round Disc Base, Matte Black- DB-14
 Square Plate Base, Matte Black- SQ-14

MATERIALS

For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 11.

CHIT CHAT | COUNTER

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners 	Square Plate Base						
	7261242436SQ	1562	1735	2051	2131	2231	2384
	7261303036SQ*	1629	1816	2230	2327	2483	2695
	7261363636SQ	1852	2065	2795	2930	3166	3478
Rectangular Table, -Rounded Corners  	Square Plate Base						
	7261233036SQ	1578	1755	2124	2211	2329	2503
	7261243036SQ	1578	1755	2124	2211	2329	2503
	7261463036SQ	2742	3022	3686	3822	4066	4387
	7261483036SQ	2770	3057	3762	3905	4161	4497
	7261693036SQ	2882	3193	4426	4631	4984	5450
	7261723036SQ	2917	3235	4540	4755	5125	5616
	Round Disc Base						
	7261233036DB	1438	1603	1982	2070	2188	2362
	7261243036DB	1438	1603	1982	2070	2188	2362
	7261463036DB	2467	2727	3405	3543	3787	4106
	7261483036DB	2490	2756	3480	3625	3881	4217
	7261693036DB	2600	2890	4146	4352	4703	5171
	7261723036DB	2637	2931	4260	4476	4845	5335
Round Table 	Round Disc Base						
	72052436DB	1421	1586	1886	1966	2085	2251
	72053036DB	1484	1661	2062	2159	2343	2564
	72053636DB*	1689	1893	2606	2736	2903	3019

ORDERING NOTES:

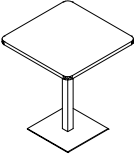
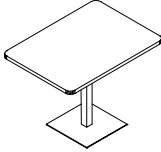
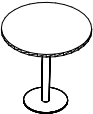
Rectangular Chit Chat Tables 46" (45.75) and longer include two bases.
Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.

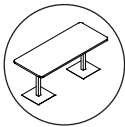
Chit Chat Behavioral Health Option Upcharges

Floor Anchoring Hardware
Supplemental Weight

Please contact engquotes@krug.ca

ORDERING PROCEDURE	BASE FINISH	MATERIALS & FINISHES
To order please specify the following: 1. Select model number 2. Select top material 3. Select a color for top 4. Select base finish 5. Select edge profile	Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, Brushed Stainless- SQ-13 Round Disc Base, White- DB-44 Square Plate Base, White- SQ-44 Round Disc Base, Matte Black- DB-14 Square Plate Base, Matte Black- SQ-14	For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile. For a complete list of Laminate colors please see page 11.

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners 	Square Plate Base						
	7261242416SQ	1382	1457	1870	1951	2051	2204
	7261303016SQ	1448	1626	2050	2147	2303	2515
	7261363616SQ	1670	1875	2614	2749	2985	3298
Rectangular Table, -Rounded Corners 	Square Plate Base						
	7261233016SQ	1398	1567	1944	2033	2148	2323
	7261243016SQ	1398	1567	1944	2033	2148	2323
	7261463016SQ	2379	2643	3323	3461	3705	4025
	7261483016SQ	2408	2678	3400	3544	3800	4137
	7261693016SQ	2521	2793	4066	4269	4622	5089
	7261723016SQ	2555	2854	4178	4394	4764	5254
	Round Disc Base						
	7261233016DB	1317	1478	1861	1949	2068	2241
	7261243016DB	1317	1478	1861	1949	2068	2241
	7261463016DB	2217	2469	3162	3301	3545	3864
	7261483016DB	2249	2505	3239	3382	3639	3975
	7261693016DB	2358	2637	3904	4109	4460	4927
	7261723016DB	2396	2681	4018	4232	4602	5093
Round Table 	Round Disc Base						
	72052416DB	1301	1462	1764	1845	1964	2130
	72053016DB	1364	1536	1942	2039	2223	2443
	72053616DB	1569	1768	2480	2611	2778	2895



ORDERING NOTES:

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Chit Chat Behavioral Health Option Upcharges

Floor Anchoring Hardware

Supplemental Weight

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ORDERING PROCEDURE

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

BASE FINISH

Round Disc Base, Brushed Stainless- DB-13
 Square Plate Base, Brushed Stainless- SQ-13
 Round Disc Base, White- DB-44
 Square Plate Base, White- SQ-44
 Round Disc Base, Matte Black- DB-14
 Square Plate Base, Matte Black- SQ-14

MATERIALS & FINISHES

For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 11.

GENERAL INFORMATION

Terms and Conditions

Net 30 days on approved credit. 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. 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.

Contact Information

Phone: 1.888.578.KRUG (5784) | Fax: 1.519.748.5177

Purchase Order Fax: 1.888.236.4783

Purchase Order E-mail: orders@krug.ca

Web: www.krug.ca E-mail: solutions@krug.ca

Customer Service Hours

Please note customer service hours are:

8:30 am to 5:00 pm est

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.

Order Acknowledgments

Each order will be acknowledged via e-mail or fax. This acknowledgment 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 acknowledgments for accuracy, and advise Krug of any discrepancies with a purchase order.

Order Cancellation

Krug reserves the right to not accept or allow cancellation of orders. All products are manufactured on a custom-made, make-to-order basis, and the purchasing, engineering and production of orders begins shortly after order placement - and the customer purchase order is a contract that authorizes Krug to manufacture the products. Acceptance of order cancellation (or partial cancellation) is solely at the discretion of Krug, and is dependent on the extent to which engineering, purchasing and manufacturing has been initiated by the time cancellation is requested. No order cancellations (partial or otherwise) are allowable more than 4 weeks from date of order placement (as order production is unable to be terminated by that point), and full payment of the acknowledged order value is required for any orders cancelled after 4 weeks. Cancellations may be allowable in less than 4 weeks after order placement, depending on the extent to which manufacturing has been initiated. An acceptance of order cancellation requires that the purchaser agrees to make payment for all costs incurred to the point of acceptance of cancellation. Cancellation charges include all costs for purchase of dedicated material and components, engineering costs for non-standard products, and all costs for manufacturing completed to that point, as well as a \$367 net charge for processing of the original order and for processing of cancellation invoicing.

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.

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.

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 is applicable to products in use by their original purchaser. 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. Textiles (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. Repairs or replacement of any defect covered under this warranty by Krug will be made, at our option and method, at no charge to the original purchaser during the warranty period. Krug's judgement is final and binding with respect to the nature or cause of defects or damage, and the necessity or manner of repair or replacement.

This warranty does not apply to defects or damage resulting from:

- normal wear and tear occurring with the use of the product
- negligence, misuse, excessive use, alteration, improper cleaning or repair
- substitution or use of incorrect or unauthorized components or material
- handling or installation that is incorrect, or that causes damage or defect
- damage incurred by a freight carrier other than Krug
- wearing of finishes and fabrics, and normal variations in materials (including dye lot variations)
- properties of natural materials, including wood and leather
- exposure to environments with uncontrolled temperature and humidity (products must be transported, stored and used in climate-controlled conditions)

Export Packaging

Krug is pleased to provide the option for export packaging on all our products, to provide additional protection from damage. For shipments overseas, a quote for export packaging can be provided, based on the products to be ordered and the delivery destination - please contact Customer Service or Bids & Specification Support for more information and a quotation. KRUG is not responsible for shipment damage occurring on overseas shipments

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.

Dimensions

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

Installation Support

For assistance please contact Technical Support at 1-888-578-5784 x216 or e-mail installationhelp@krug.ca and you will be directed to the appropriate installation support person.

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 wood 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.

Freight Terms and Conditions

1. All product is shipped FOB the Krug factory. Freight is either pre-paid to the destination or not pre-paid, depending on established customer specific freight terms.
2. Docks at the selected delivery location must be equipped to handle a 53' trailer. If a dock is inadequate for delivery by Krug, Krug will re-deliver to another local location and any additional costs will be charged to the customer.
3. 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.
4. 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. For deliveries requested Monday to Thursday after 5:00 pm, please apply a surcharge of \$262/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$262/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$525/shipment. (local times).
5. 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 \$125/hour. Where re-delivery is necessary because of these circumstances, the full cost of re-delivery will be charged. If Less Than Truck Load is delivering, one hour is allocated to unload. Any additional time required to unload after the first hour is \$125/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$125/hour. Direct deliveries to site for large orders are possible, (must exceed \$60,000 net), and accommodate 48 - 53' trailers. Krug is responsible for delivery to the approved delivery address. If an address change is required, this must be authorized by Krug 5 business days prior to ship date. Any additional delivery costs incurred after this time will be charged to the customer.

Product Strength and Durability Testing

All Krug Conference products meet or exceed the testing requirements of ANSI/BIFMA X5.5-2014 or X5.9-2012.



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 returns, field repairs and replacements, post field repairs, installation and delivery charges. Krug reserves the right to have its representative inspect product related to any request for such authorizations, prior to that 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.

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. Protect the top by placing felt pads on the bottom of any accessories and mechanical equipment. Rubber and oil will permanently mark surfaces. Use a desk pad to prevent possible damage and imprinting caused by writing instruments and sharp objects. 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.

Plastic Laminates - Clean plastic laminates with mild soap and warm water. Do not use steel wool, hot water, or any abrasive cleaning product.

Krug Panel Fabric Program

Tackboards can be upholstered in COM material supplied by the customer, and in a selection of stocked tackboard fabrics supplied by Momentum. The Momentum Panel fabrics are available on Krug Express. They are 100% polyester. For additional information and color selections, please refer to our Panel Fabrics card and Krug's website. www.krug.ca PRODUCTS / FABRICS / PANEL
The Momentum panel fabrics pass ASTM-E84-87 Fire Codes.
If memo samples are required please call Momentum at 1-800-366-6839.



PROGRAM DETAILS

KrugExpress orders are ready to ship by the date acknowledged. Delivery and shipping schedules may result in actual shipping of orders at a later date. Statutory holidays and scheduled factory vacations may add to acknowledged lead times of *KrugExpress* orders. Unless otherwise specified on the order, the customer's standard method of shipping Krug products will be utilized.

Available factory capacity for *KrugExpress* is filled by orders received on a "first come, first serve" basis. If the normal *KrugExpress* lead time is not available for your order because available capacity has been filled, you will be immediately advised of the earliest available ready-to-ship date. Please consult your Customer Service representative in advance if you wish to confirm the specific lead time availability for a *KrugExpress* order.

Orders must be received by midnight of a given day for that day to be considered the official day the order is received. Order lead times are acknowledged from the date the order is received, but not including the date the order is received.

KrugExpress orders must be "clean" when received in order to be considered officially received on a given day, and lead times will be acknowledged from the date orders are determined to be "clean".

Changes to *KrugExpress* orders are not allowed under any circumstances. Orders for product on *KrugExpress* must clearly state: "*KrugExpress*".

CHIT CHAT | LAMINATES & SOLID SURFACE

LAMINATES

Krug's in-stock Laminates are available in 17 different laminate selections. Please note that 4 of the colors (Gingerbread, Portobello, Ash and Willow) have textured finishes and may not be appropriate for use in patient areas due to infection control concerns. Minimum order quantities and extended lead times may apply for exotic laminate colors, please check with customer service. Polymer Edge will be selected to match the worksurface. Krug's previous laminate in-stock program will be phased out as in-stock supply depletes. Please contact customer service for availability.

IN-STOCK LAMINATES

Wood Grain Laminates	High Pressure Laminate Supplier	Textured Wood Grain Laminates	High Pressure Laminate Supplier
Champagne	Tafisa T492CR	Gingerbread	Tafisa T556UR
Hardrock Maple	Formica 86992-58	Portobello	Tafisa T557UR
Dune	Tafisa T491CR	Ash	Tafisa T535AT
Copper	Tafisa T521CR	Willow	Tafisa T543AT
Shiraz Cherry	Tafisa T472CR		
Park Avenue Walnut	Wilsonart 7984-38	Solid Laminates	
Chocolate	Tafisa T498CR	Designer White	Wilsonart D354-60
Nutmeg	Tafisa T477CR	Platinum	Tafisa T202CR
Dark Walnut	Tafisa T469CR	Earth	Tafisa T767CR
		Charcoal	Tafisa T228CR

SOLID SURFACE

The Solid Surface option provides an enhanced durability, protection and cleanability. It is available in 8 standard colors and is replaceable if it becomes damaged or degraded. See individual products for list upcharge chart.

GROUP GRADE A - WHITE

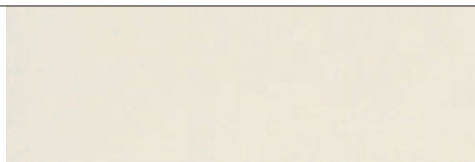


Glacier White



Cameo White

GROUP GRADE A - COLOR

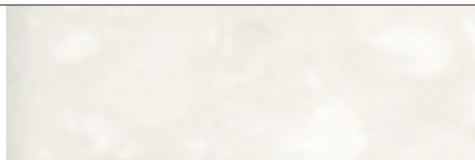


Bisque



Linen

GROUP GRADE B

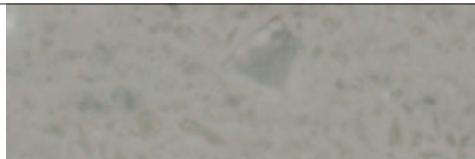


Antarctica

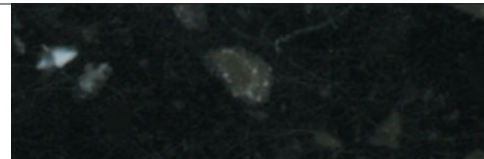


Savannah

GROUP GRADE C



Dove



Deep Night Sky



FSC
www.fsc.org
FSC® C021699

The mark of responsible forestry



All products are air emissions certified and are available as FSC® certified

krug

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